SA-Announce Park-N-Page Paging System
User Manual Version 1.0.17

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SA-Announce Park-N-Page: Overview

Park-N-Page is an automated paging attendant that will page phone users who do not answer their phone. Using advanced text to speech technology or customized prerecorded messages, Park-N-Page broadcasts to SA-Announce page groups and legacy overhead paging systems. After a selectable number of broadcasts the system will send the call directly to the destination user's voicemail. An intuitive web interface allows for easy management of the system.

SA-Announce Park-N-Page: Features

- Automatically pages users who do not answer their phone
- Supports SA-Announce page groups and legacy overhead paging systems
- Configurable parameters:
  - Time to Ring
  - Number of Announcements
  - Number of Message Repeats
  - Delay Between Announcements
  - Park Cycle Time
  - Number of Park Cycles
  - Number of Virtual Phones
- Users can access the system from any phone on the network
- Syn-Apps delivers only superbly engineered products. They all feature:
  - Windows installer, with automated CallManager configuration
  - Support for CallManager versions 3.2, 3.3, 4.0 and 4.1
  - Supported IP phones – 7905, 7912, 7920, 7940, 7960, 7970, and IP Communicator
  - SQL Server or MSDE databases
  - Built-in support features, enabling us to quickly detect and correct problems

SA-Announce Park-N-Page: System Requirements

Park-N-Page Application Server

- Windows 2000 or 2003 Server
- Microsoft .Net 1.1, Microsoft IIS
- Syn-Apps Core Components
- 1024 megabytes of system memory
- 1 gigabyte of hard disk space

Cisco CallManager Support

- Cisco CallManager versions 3.2, 3.3, 4.0 and 4.1.
- All servers must have the same CallManager version and Administrative ID and password.
- If applicable, all back-up CallManager servers must use the same SQL SA ID and password.
- Web Access to IP Phones can not be disabled in CallManager.

SA-Announce Park-N-Page: Installation

**Note: Before beginning installation, you must first download Java and the Cepstral Voice. (See the Java and Cepstral Voice section of the manual for more information).*

Installation: Java

Before installing the Park-N-Page application, you must download Java. This can be completed by visiting http://www.java.com/en/download/download_the_latest.jsp.

Installation: Cepstral Voice

You must also install a Cepstral voice of your choice prior to installing the application. We recommend Cepstral voices David or Diane.

You can purchase the voices from Cepstral at https://www.cepstral.com/cgi-bin/store/home.

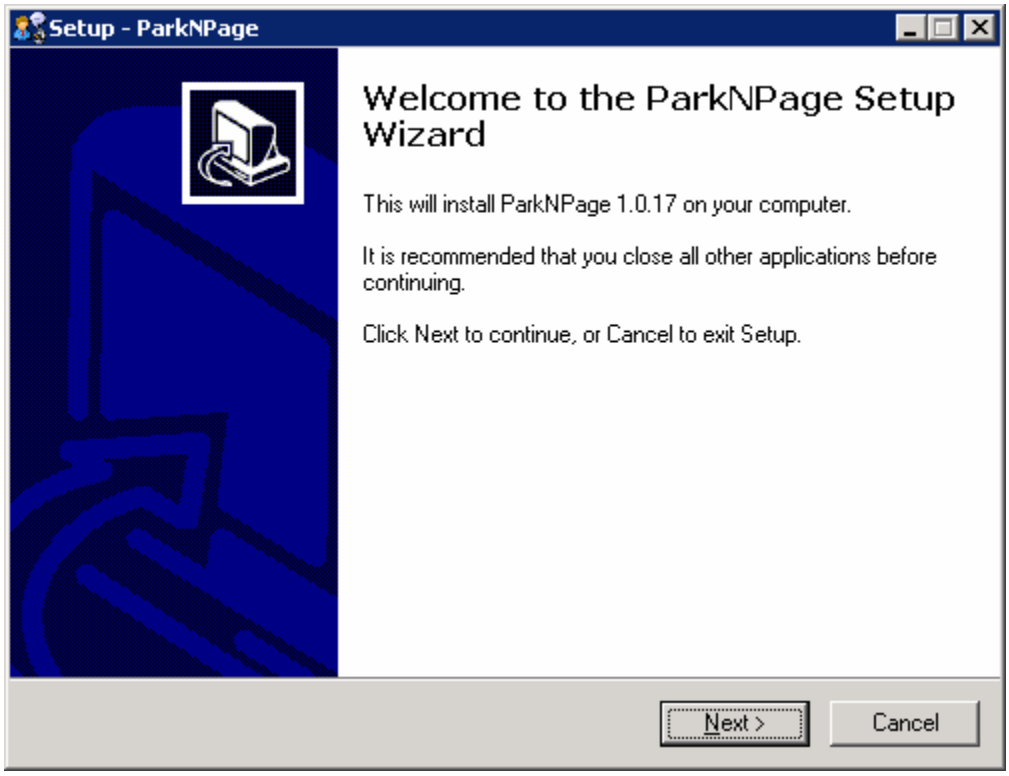
Installation: Application

To begin the application installation, place the Syn-Apps application CD into the drive. The Syn-Apps Splash screen will start automatically. Select the **Install Applications** link, install the **Core Components** first. Once the **Core Components** install has completed, please make sure the MSSQL$SYNAPPS service is started on your machine.

Next, click on the **Install SA-Announce Park-N-Page** link from the Syn-Apps application CD.

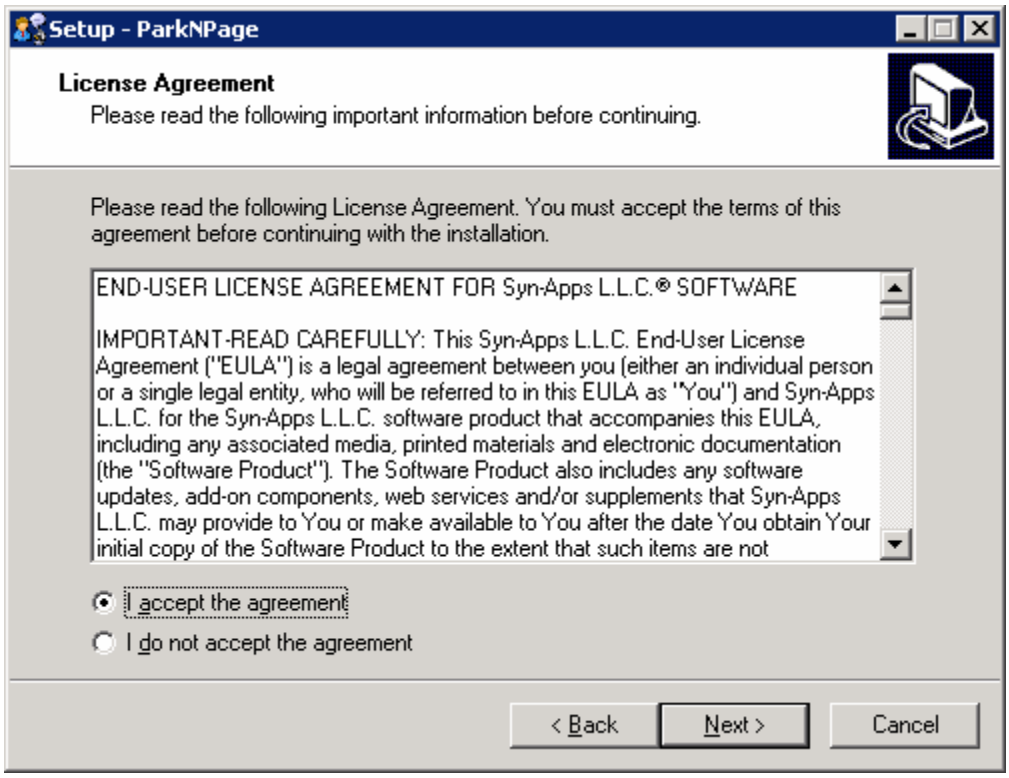
If the Install Wizard does not start installation, manually begin installation by:

- Click **Start** off of the Desktop
- Select **Run**
- Type in: **E:\SA-Announce Park-N-Page\SA-Announce Park-N-Page.exe** (where E: represents your CD drive)


Setup - ParkNPage
Welcome to the ParkNPage Setup Wizard
This will install ParkNPage 1.0.17 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

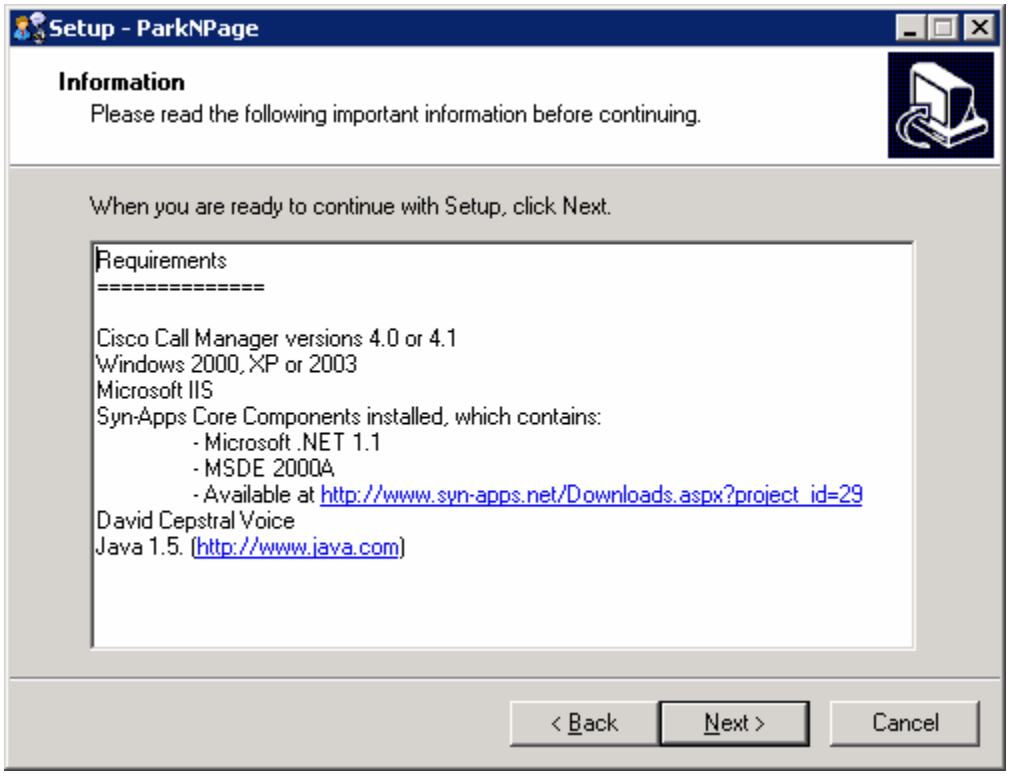
SA-Announce Park-N-Page – License Agreement

You will be prompted to read your License Agreement to use the Syn-Apps SA-Announce Park-N-Page product. You may use your page down key to view by page. Once you agree with the terms, click Next to proceed.


Setup - ParkNPage
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
END-USER LICENSE AGREEMENT FOR Syn-Apps L.L.C.® SOFTWARE
IMPORTANT-READ CAREFULLY: This Syn-Apps L.L.C. End-User License Agreement ("EULA") is a legal agreement between you (either an individual person or a single legal entity, who will be referred to in this EULA as "You") and Syn-Apps L.L.C. for the Syn-Apps L.L.C. software product that accompanies this EULA, including any associated media, printed materials and electronic documentation (the "Software Product"). The Software Product also includes any software updates, add-on components, web services and/or supplements that Syn-Apps L.L.C. may provide to You or make available to You after the date You obtain Your initial copy of the Software Product to the extent that such items are not
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

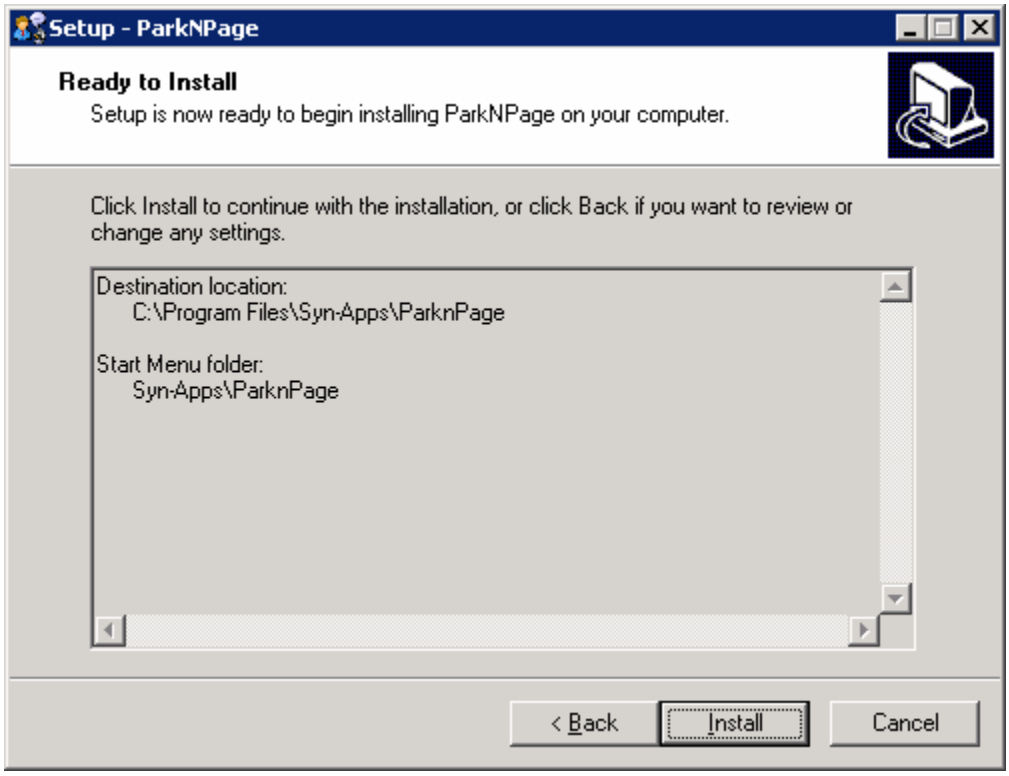
SA-Announce Park-N-Page – Setup Information

Click **Next** after you have reviewed and verified the software product and version requirements.

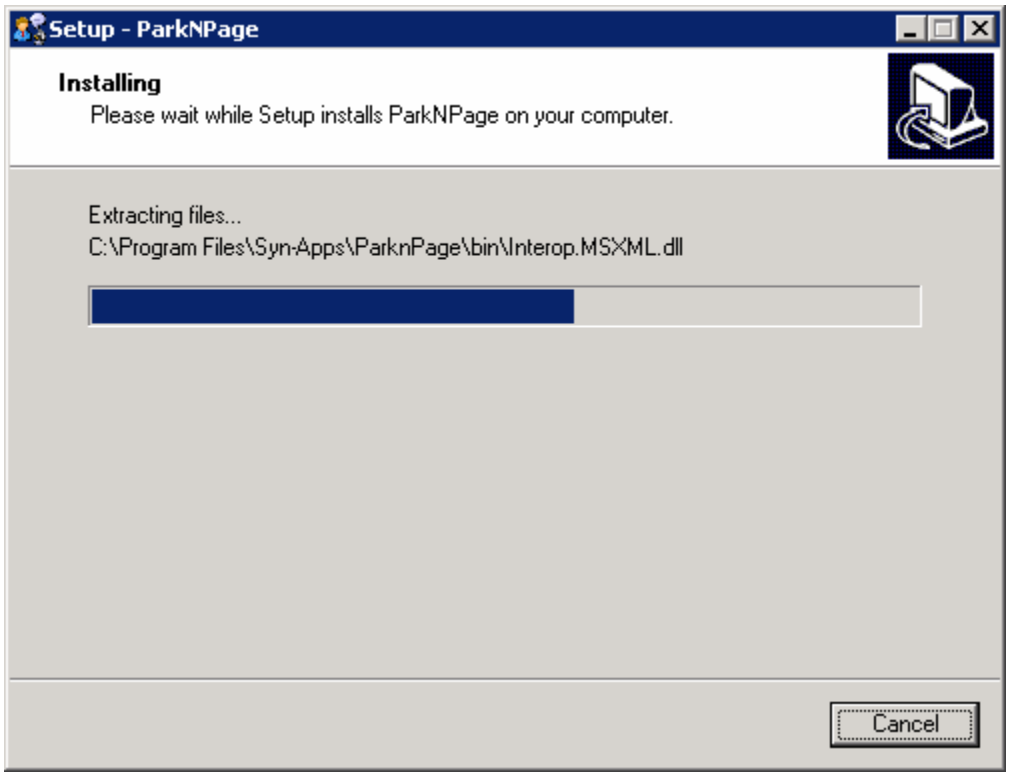


SA-Announce Park-N-Page – Ready to Install

Click Install if you are ready to proceed with the SA-Announce Park-N-Page installation.


Setup - ParkNPage
Ready to Install
Setup is now ready to begin installing ParkNPage on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Syn-Apps\ParknPage
Start Menu folder:
Syn-Apps\ParknPage
< Back
Install
Cancel

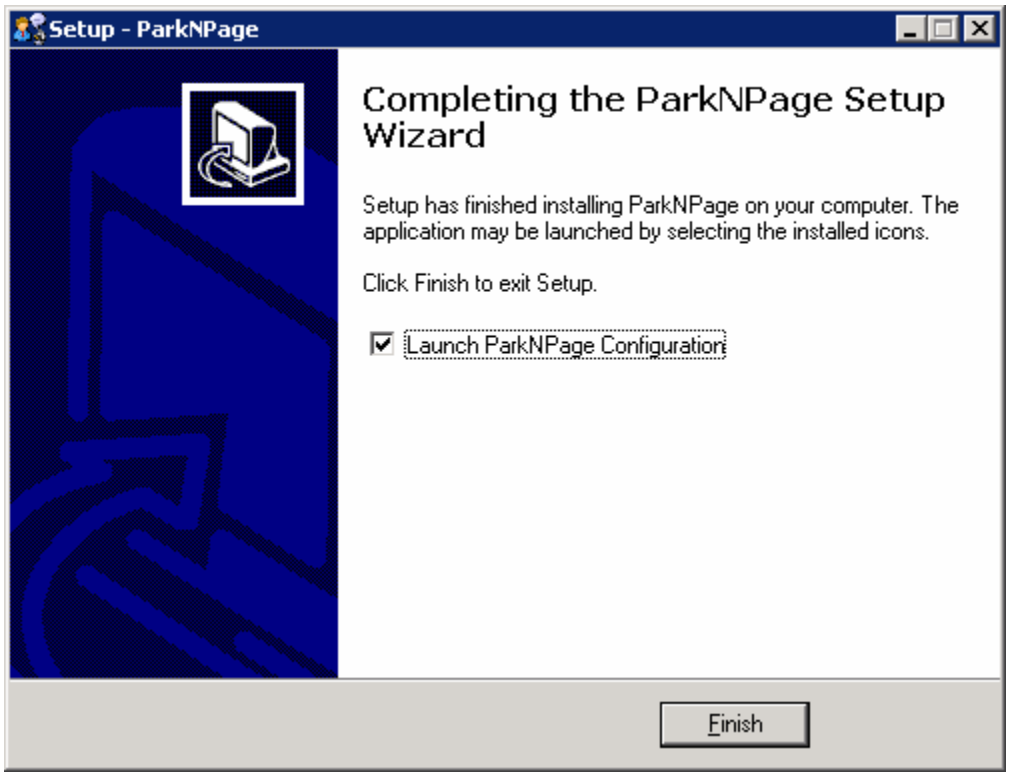
SA-Announce Park-N-Page – Installing



*Please wait while Setup installs SA-Announce Park-N-Page on your computer.

SA-Announce Park-N-Page - Installing

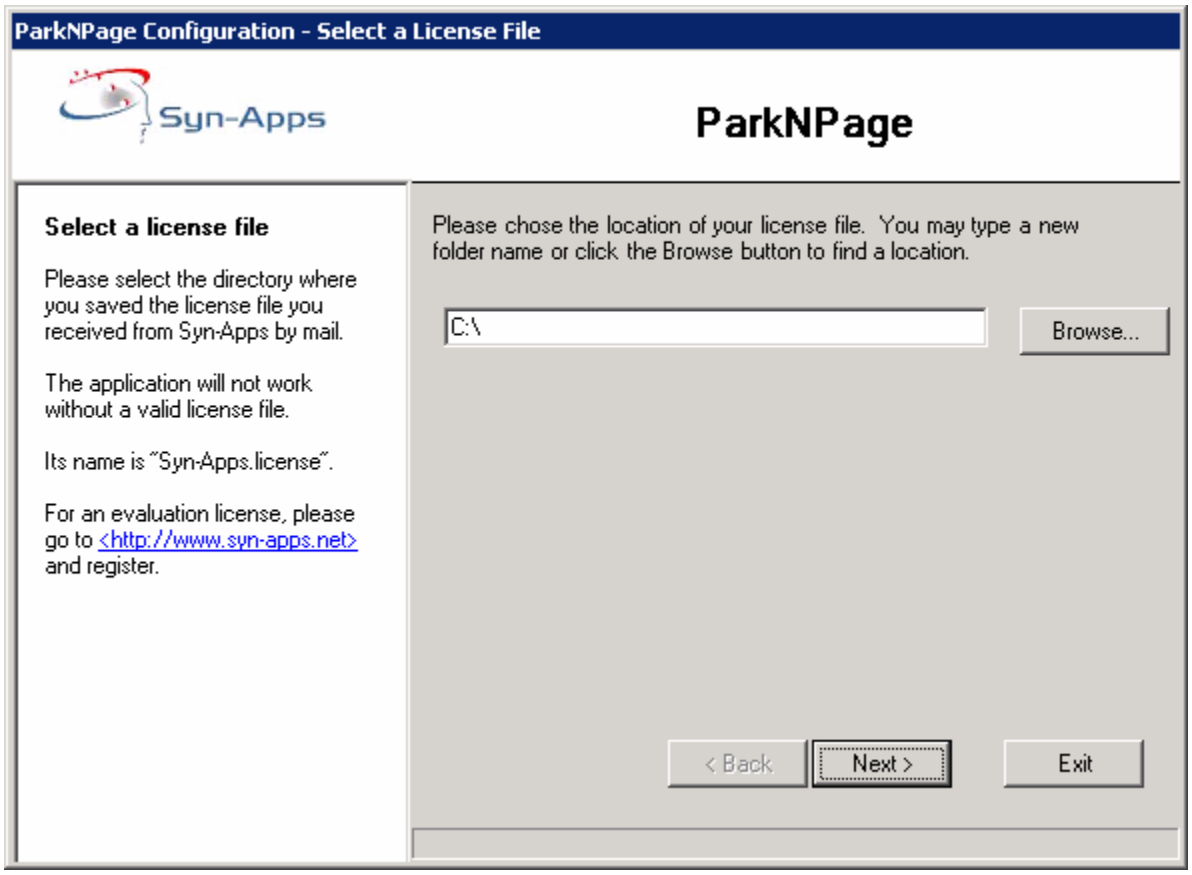
Once SA-Announce Park-N-Page has been successfully installed, this message will appear. Click Finish.


Setup - ParkNPage
Completing the ParkNPage Setup Wizard
Setup has finished installing ParkNPage on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch ParkNPage Configuration
Finish

SA-Announce Park-N-Page: Configuration

In order to use the SA-Announce Park-N-Page software, a valid license key must be obtained. You can register and obtain product licenses by visiting the Syn-Apps website at www.syn-apps.net. Once you have received a license file, save it to a known location. If you have already obtained your license key by mail, insert the Syn-Apps floppy disk into your computer. Click **Browse** to locate the license file. Once you have located the appropriate license key, select it and click **Open**.

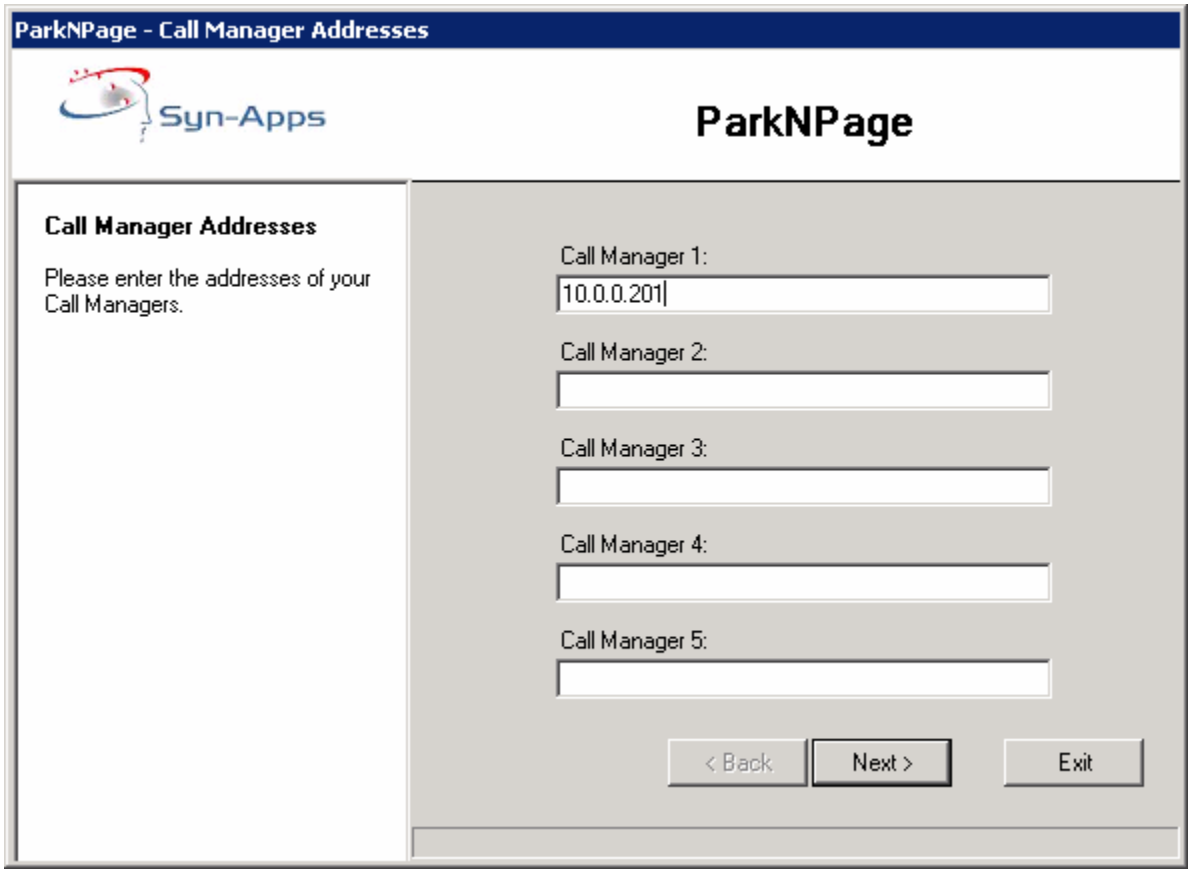
Click **Next** to proceed.


ParkNPage Configuration - Select a License File
Syn-Apps
ParkNPage
Select a license file
Please select the directory where you saved the license file you received from Syn-Apps by mail.
The application will not work without a valid license file.
Its name is "Syn-Apps.license".
For an evaluation license, please go to <http://www.syn-apps.net> and register.
Please chose the location of your license file. You may type a new folder name or click the Browse button to find a location.
C:\
Browse...
< Back
Next >
Exit

SA-Announce Park-N-Page – Configuring CallManager Addresses

Type the IP address of your CallManager Server(s). You are allowed to input a maximum of five CallManager Servers. The first IP address field populated designates the primary CallManager server. In the event that you wish to designate a secondary CallManager for the SA-Announce Park-N-Page Paging System to rollover to in case of system failure, you may designate up to 4 back up CallManager servers. All servers are required to have the same administrator user ID and password designated and must be running the same version of CallManager. Additionally all back-up CallManager servers must be using the same SQL SA password.

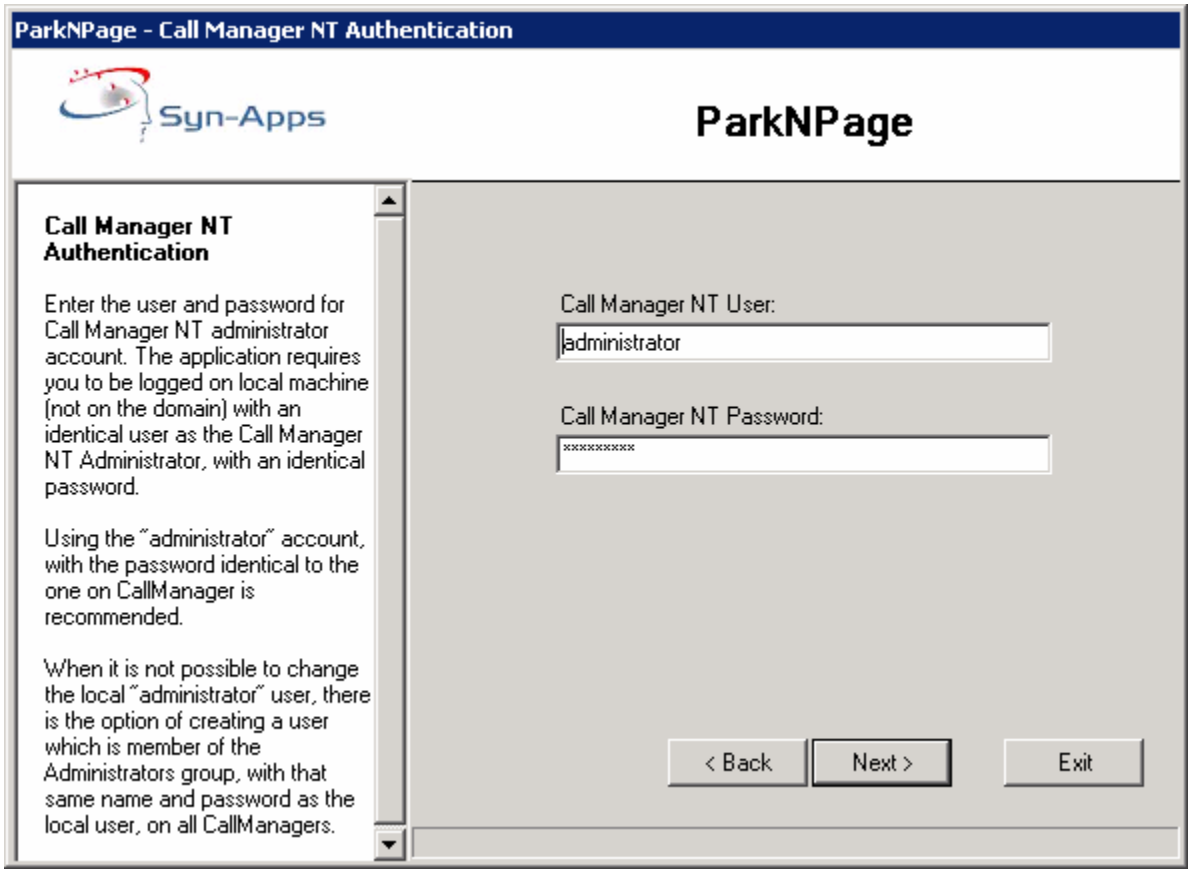
Click Next to proceed.



SA-Announce Park-N-Page – Call Manager NT Authentication

Enter the Windows user account name for the CallManager. (This user and password must be the same on all CallManager servers and the Syn-Apps application server.)

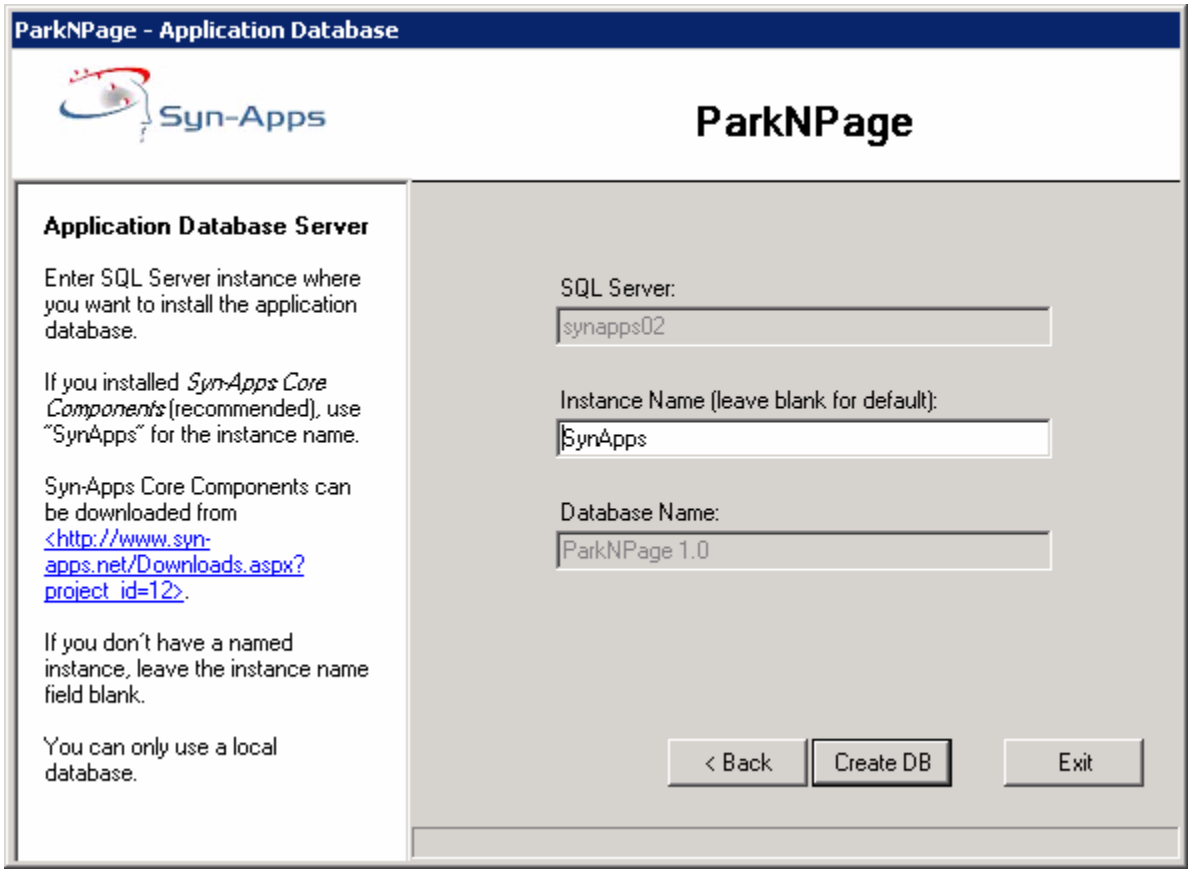
Click Next


ParkNPage - Call Manager NT Authentication
Syn-Apps
ParkNPage
Call Manager NT Authentication
Enter the user and password for Call Manager NT administrator account. The application requires you to be logged on local machine (not on the domain) with an identical user as the Call Manager NT Administrator, with an identical password.
Using the "administrator" account, with the password identical to the one on CallManager is recommended.
When it is not possible to change the local "administrator" user, there is the option of creating a user which is member of the Administrators group, with that same name and password as the local user, on all CallManagers.
Call Manager NT User:
administrator
Call Manager NT Password:
< Back
Next >
Exit

SA-Announce Park-N-Page – Application Database Server

If you have installed the Syn-Apps Core Components (Required) please enter <localhost>\SynApps as your SQL Server name and SynApps as your Instance Name.

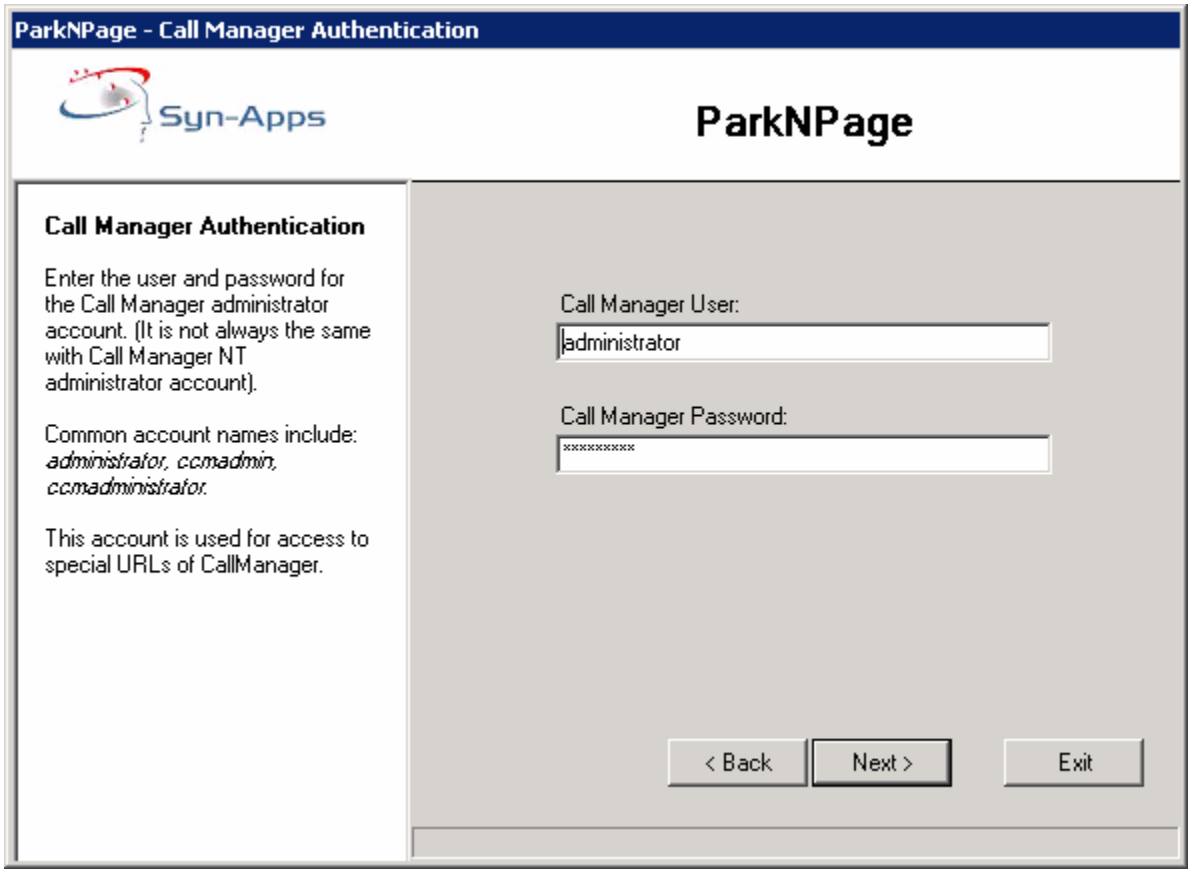
Click Create DB to proceed.


ParkNPage - Application Database
Syn-Apps
ParkNPage
Application Database Server
Enter SQL Server instance where you want to install the application database.
If you installed Syn-Apps Core Components (recommended), use "SynApps" for the instance name.
Syn-Apps Core Components can be downloaded from <http://www.syn-apps.net/Downloads.aspx?project_id=12>.
If you don't have a named instance, leave the instance name field blank.
You can only use a local database.
SQL Server:
synapps02
Instance Name (leave blank for default):
SynApps
Database Name:
ParkNPage 1.0
< Back
Create DB
Exit

SA-Announce Park-N-Page – Call Manager Authentication

Enter the Windows user account name for the CallManager. (This user and password must be the same on all CallManager servers and the Syn-Apps application server.)

Click Next

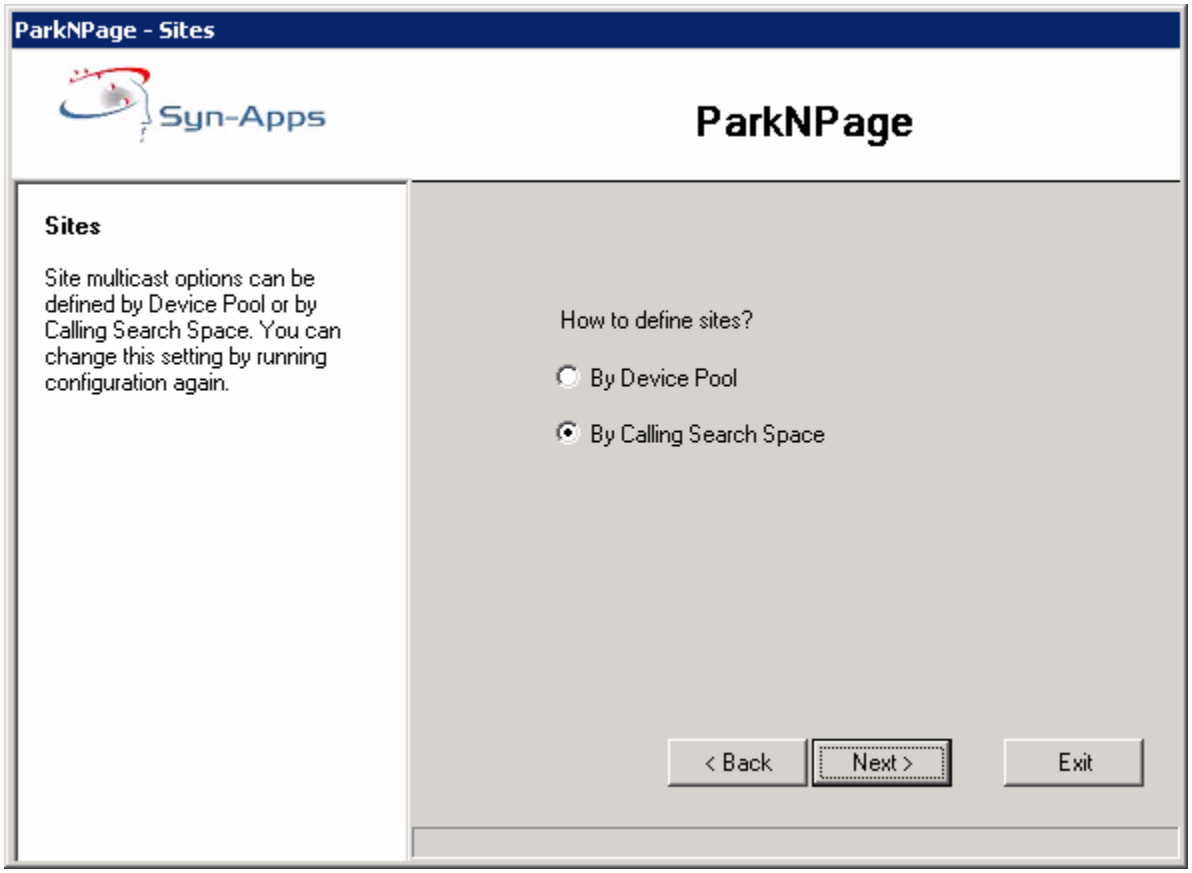

ParkNPage - Call Manager Authentication
Syn-Apps
ParkNPage
Call Manager Authentication
Enter the user and password for the Call Manager administrator account. (It is not always the same with Call Manager NT administrator account).
Common account names include: administrator, ccmadmin, ccmadministrator.
This account is used for access to special URLs of CallManager.
Call Manager User:
administrator
Call Manager Password:
****
< Back
Next >
Exit

SA-Announce Park-N-Page – Sites

The next step is to define sites. Choose the option you wish to define sites by:

- Device Pool:
- Calling Search Space:

Select Next to continue.

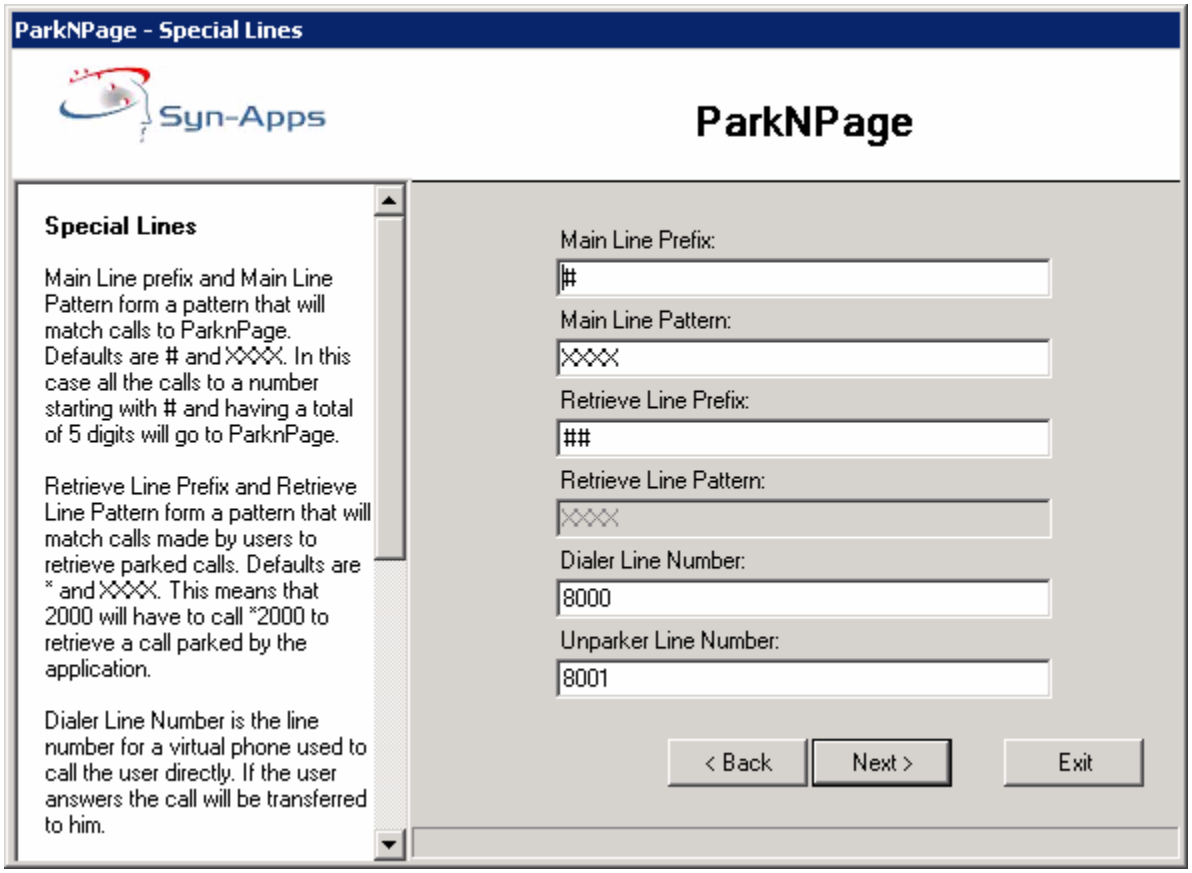

ParkNPage - Sites
Syn-Apps
ParkNPage
Sites
Site multicast options can be defined by Device Pool or by Calling Search Space. You can change this setting by running configuration again.
How to define sites?
By Device Pool
By Calling Search Space
< Back
Next >
Exit

SA-Announce Park-N-Page – Special Lines

Here you will set the **Main Line Prefix** and **Main Line Pattern** so that a pattern is formed to match calls to Park-N-Page. **Main Line Prefix** is used to send a call to Park-N-Page. **Main Line Pattern** is the pattern to match after the prefix (i.e. for a deployment that uses 4 digit extensions enter XXXX). The **Retrieve Line Prefix** and **Retrieve Line Pattern** are set in order to form a pattern that enables calls to be retrieved by the user after the call has been parked. A retrieve line prefix of ## means users will dial ## followed by the retrieve line pattern (i.e. their extension number) to retrieve the call that has been parked. The **Dialer Line Number** is the line number for a virtual phone used to call the user directly. If the user answers the call, it will be transferred to him. If the user does not answer, the paging system will automatically start an announcement for the user. The **Unparker Line Number** is a line number used internally to park/unpark calls in order to make sure calls do not expire too quickly.

For example, when a receptionist receives a call for extension 2000, the call is transferred to #2000. If the user at extension 2000 does not answer, a page informing the user of the call on hold will begin. In order for the user to answer the page, the user will dial ##2000 from any phone and the user will be transferred to the parked call. At this point, the page will end.

Click **Next** to continue.

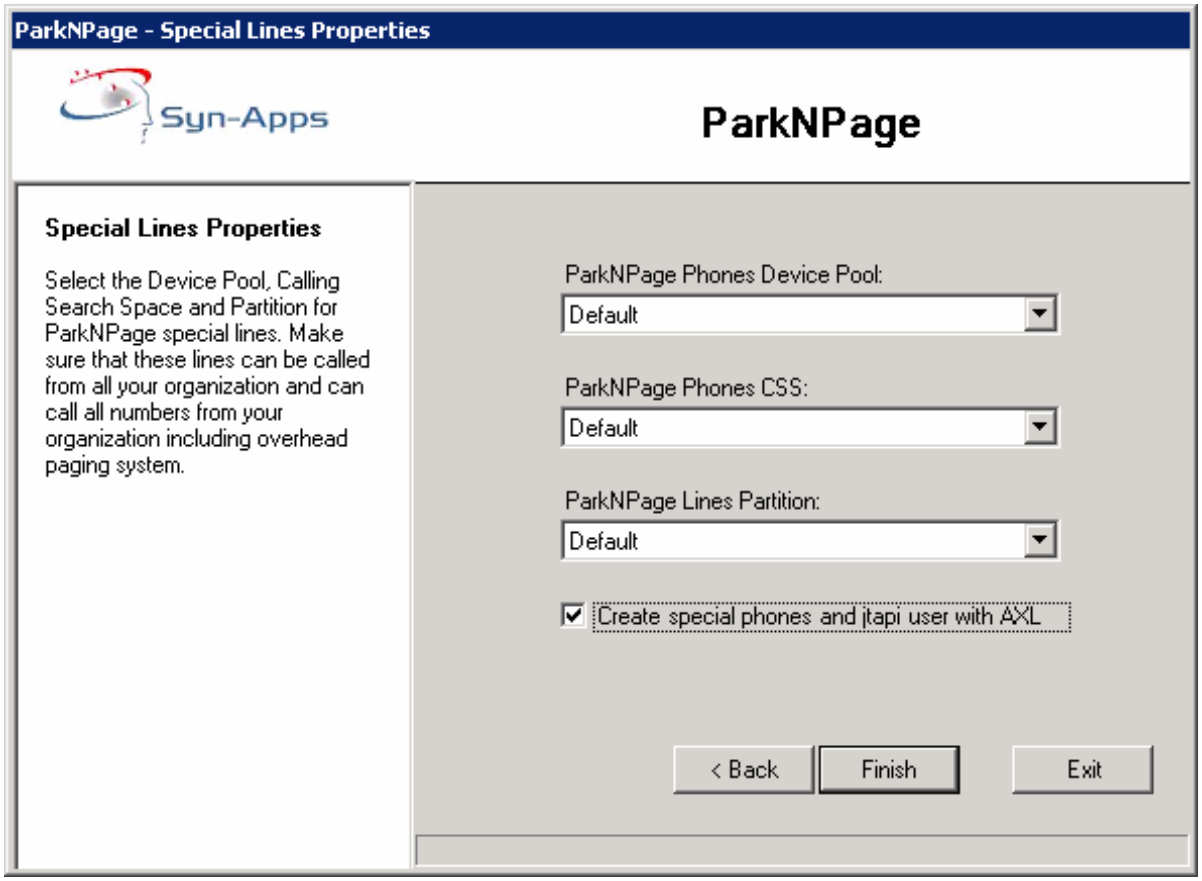

ParkNPage - Special Lines
Syn-Apps
ParkNPage
Special Lines
Main Line prefix and Main Line Pattern form a pattern that will match calls to ParknPage. Defaults are # and XXXX. In this case all the calls to a number starting with # and having a total of 5 digits will go to ParknPage.
Retrieve Line Prefix and Retrieve Line Pattern form a pattern that will match calls made by users to retrieve parked calls. Defaults are * and XXXX. This means that 2000 will have to call *2000 to retrieve a call parked by the application.
Dialer Line Number is the line number for a virtual phone used to call the user directly. If the user answers the call will be transferred to him.
Main Line Prefix:
#
Main Line Pattern:
XXXX
Retrieve Line Prefix:
##
Retrieve Line Pattern:
XXXX
Dialer Line Number:
8000
Unparker Line Number:
8001
< Back
Next >
Exit

SA-Announce Park-N-Page – Special Lines Properties

Here you select the **Phone Device Pool**, **Calling Search Space**, and **Lines Partition** which Park-N-Page will use to insert its special lines. Make sure the lines can be called from and can call all numbers within your organization, including your overhead paging system.

Click the **Create special phones and jtapi user with AXL** box. *Note: The checkbox must be checked.

Click **Finish**.

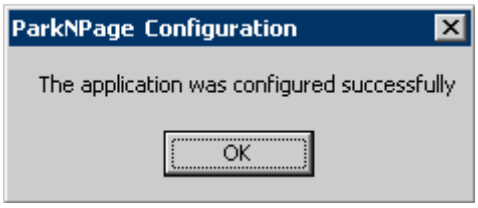

ParkNPage - Special Lines Properties
Syn-Apps
ParkNPage
Special Lines Properties
Select the Device Pool, Calling Search Space and Partition for ParkNPage special lines. Make sure that these lines can be called from all your organization and can call all numbers from your organization including overhead paging system.
ParkNPage Phones Device Pool:
Default
ParkNPage Phones CSS:
Default
ParkNPage Lines Partition:
Default
Create special phones and jtapi user with AXL
< Back
Finish
Exit

SA-Announce Park-N-Page – Successful Configuration

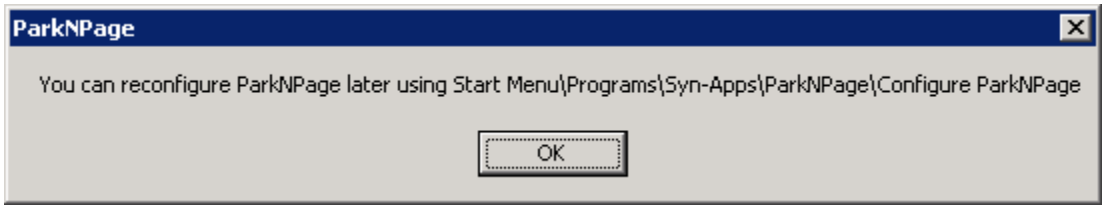
After clicking the Finish button:
You will see a series of windows and the status bar will be updated as steps are completed.

When the application is configured you will see the following success window.

Click OK to proceed.



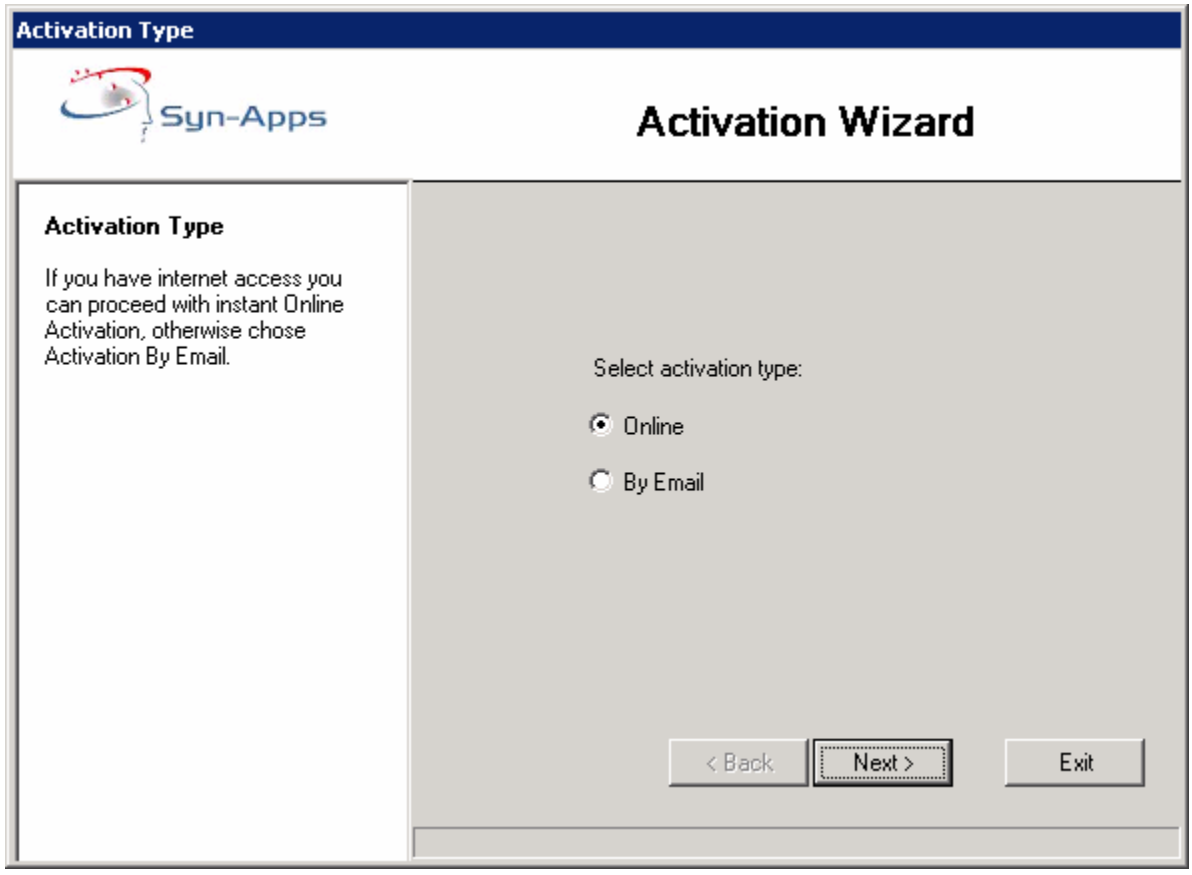
Click OK to proceed.



SA-Announce Park-N-Page – Activation Type

You are now required to activate your copy of SA-Announce Park-N-Page.
Select **Activate** online if your SA-Announce Park-N-Page server has access to the Internet.
Select **By Email** if your SA-Announce Park-N-Page server does not have access to the Internet.

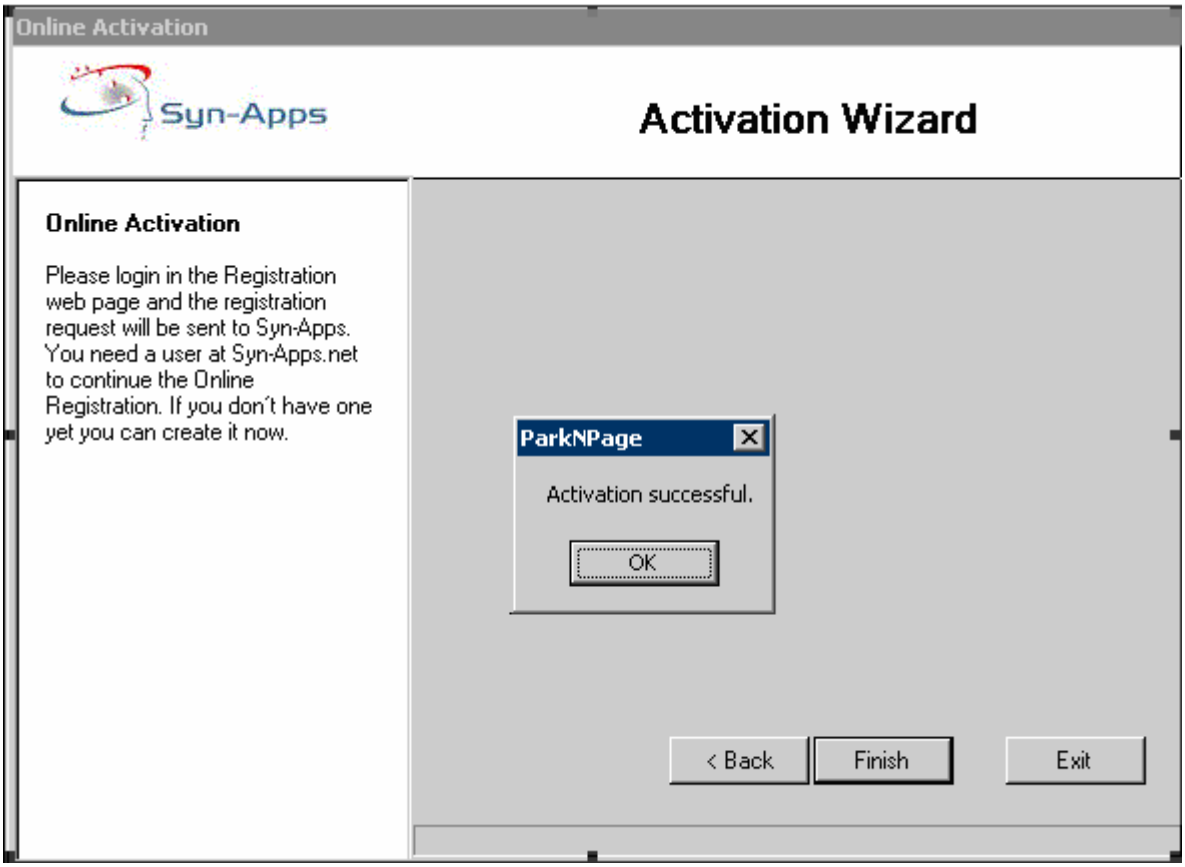
Click **Next** to proceed.



SA-Announce Park-N-Page – Online Activation

If you selected the Online option you will be presented with a success window once your application is activated.

Click OK to continue.


Online Activation
Syn-Apps
Activation Wizard
Online Activation
Please login in the Registration web page and the registration request will be sent to Syn-Apps. You need a user at Syn-Apps.net to continue the Online Registration. If you don't have one yet you can create it now.
ParkNPage
Activation successful.
OK
< Back
Finish
Exit

Once the Install Wizard has completed the installation you will see a shortcut on the desktop labeled SA-Announce Park-N-Page.

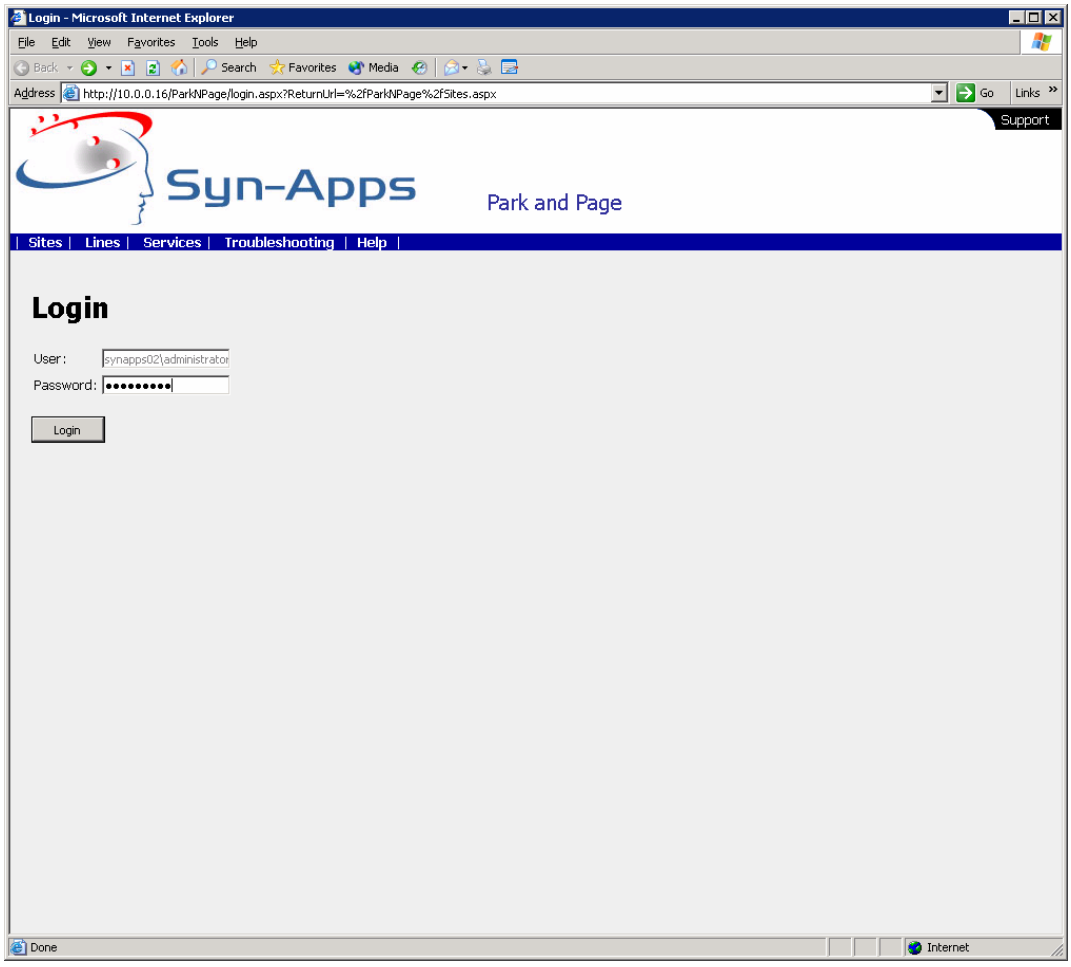
This completes the SA-Announce Park-N-Page Installation Procedure.

SA-Announce Park-N-Page: Configuring System Options

Once installation has been completed you are now ready to link the CallManager phones and extensions into the SA-Announce Park-N-Page Paging System and test connectivity.

Double click on the SA-Announce Park-N-Page shortcut that was created on your desktop. You will be prompted to log into the application. The default user name and password is:

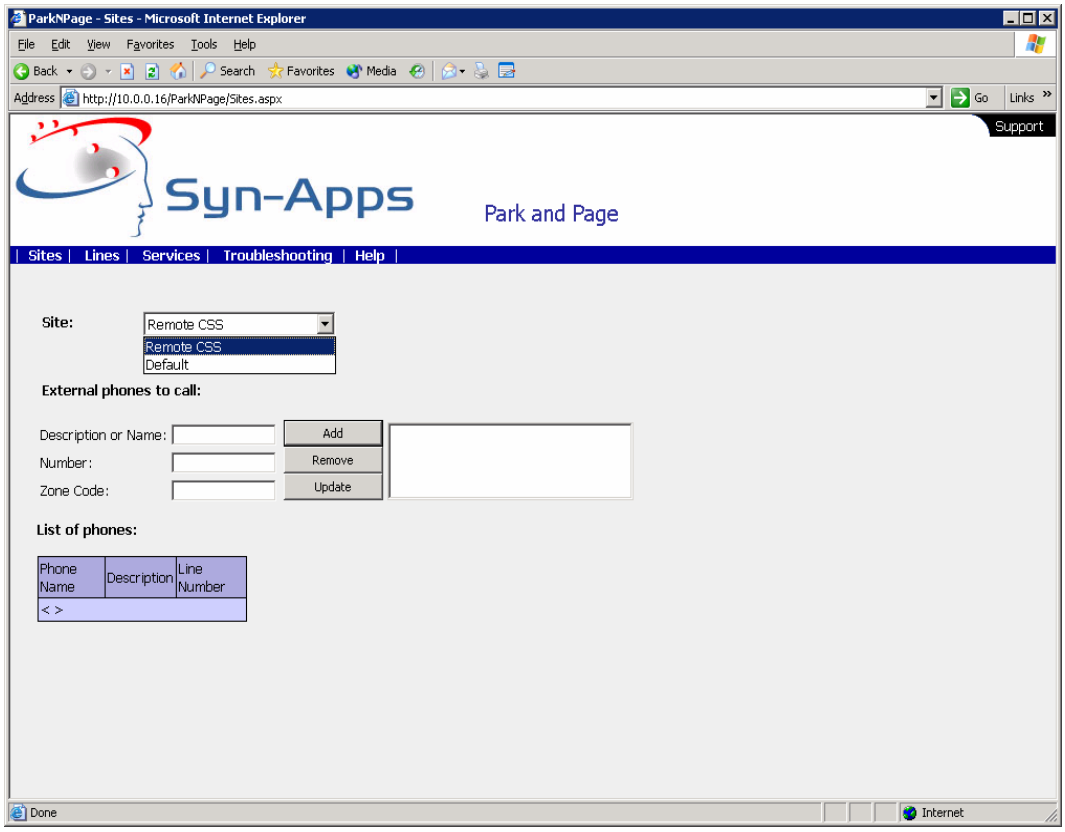
User name: <localhost>\administrator
Password: your administrator password
Click Login.



SA-Announce Park-N-Page: Managing Sites

First click on the Sites menu item. The sites page allows administrators to manage the paging sites that the Park-N-Page application is configured on.

Within the sites drop down menu, you will find a list of available Calling Search Spaces or Device Pools (depending on how you configured the application). By selecting a Calling Search Space/Device pool, you will be able to assign external phones to each site. When an incoming call is parked to Park-N-Page, the application will broadcast to all external phones listed in the External Phones to Call section. The next section describes the process of adding external phones in detail.



Managing Sites: Adding External Phones to Call

Once a site is selected, a list of member phone/lines will be shown at the bottom of the page under **List of phones**.

For each site set the external phones that will be used to announce the parked calls under the **External phones to call** portion.

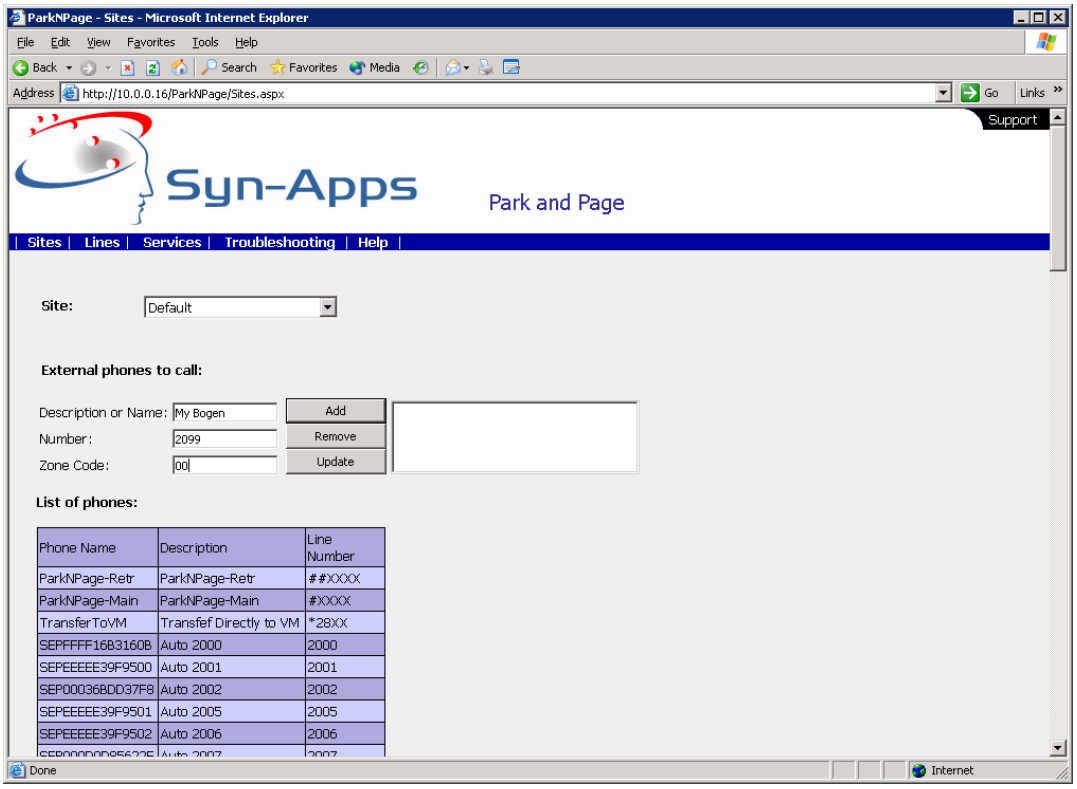
External Phones can consist of:

- Bogen Overhead paging systems
- Valcom Overhead paging systems
- Syn-Apps SA-Announce paging zones

External phones to call:

- Description or Name: Enter a description for the external phone in the provided field.
- Number: Enter the number to dial in the provided field.
- Zone Code: Enter the DTMF code in the provided field (used to select zones).

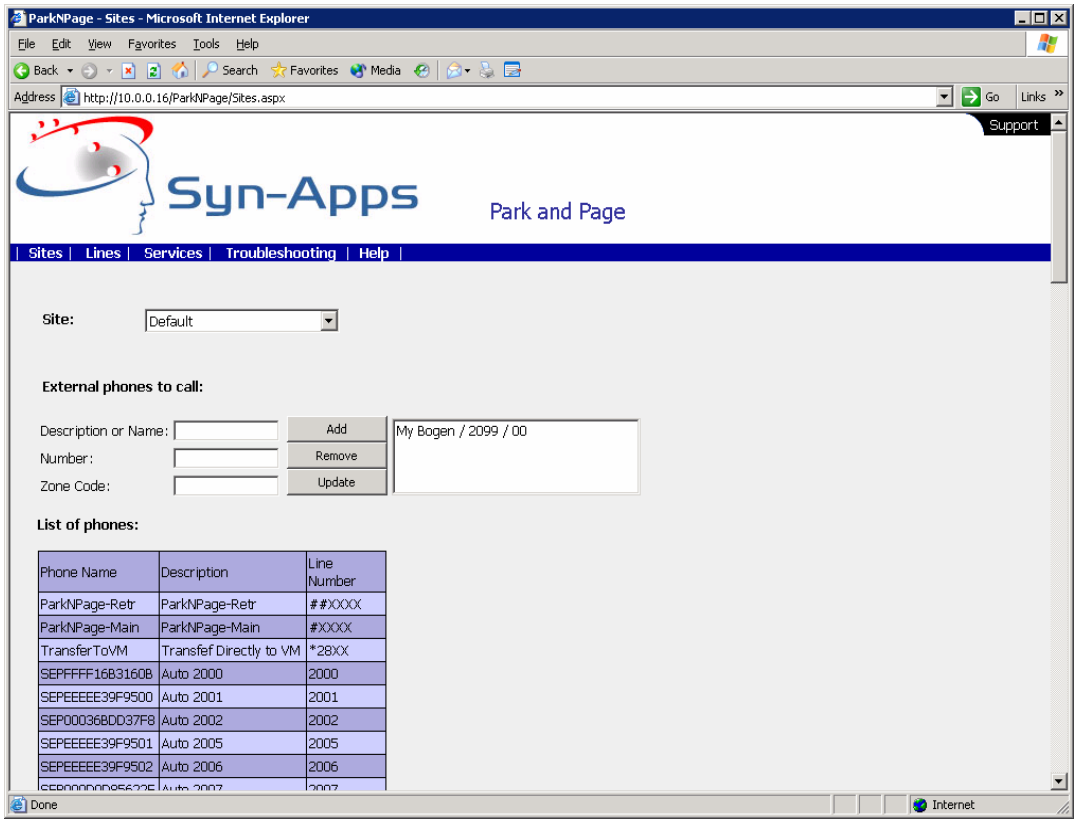
Click **Add**.


ParkNPage - Sites - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://10.0.0.16/ParkNPage/Sites.aspx
Support
Syn-Apps
Park and Page
Sites | Lines | Services | Troubleshooting | Help |
Site: Default
External phones to call:
Description or Name: My Bogen
Number: 2099
Zone Code: 00
Add
Remove
Update
List of phones:
Phone Name | Description | Line Number
ParkNPage-Retr | ParkNPage-Retr | ##XXXX
ParkNPage-Main | ParkNPage-Main | #XXXX
TransferToVM | Transfef Directly to VM | *28XX
SEPFFFF16B3160B | Auto 2000 | 2000
SEPEEEEE39F9500 | Auto 2001 | 2001
SEP00036BDD37F8 | Auto 2002 | 2002
SEPEEEEE39F9501 | Auto 2005 | 2005
SEPEEEEE39F9502 | Auto 2006 | 2006
Done
Internet

Managing Sites: Adding External Phones to Call

The newly created external phone devices will now be able to send out pages to the user.

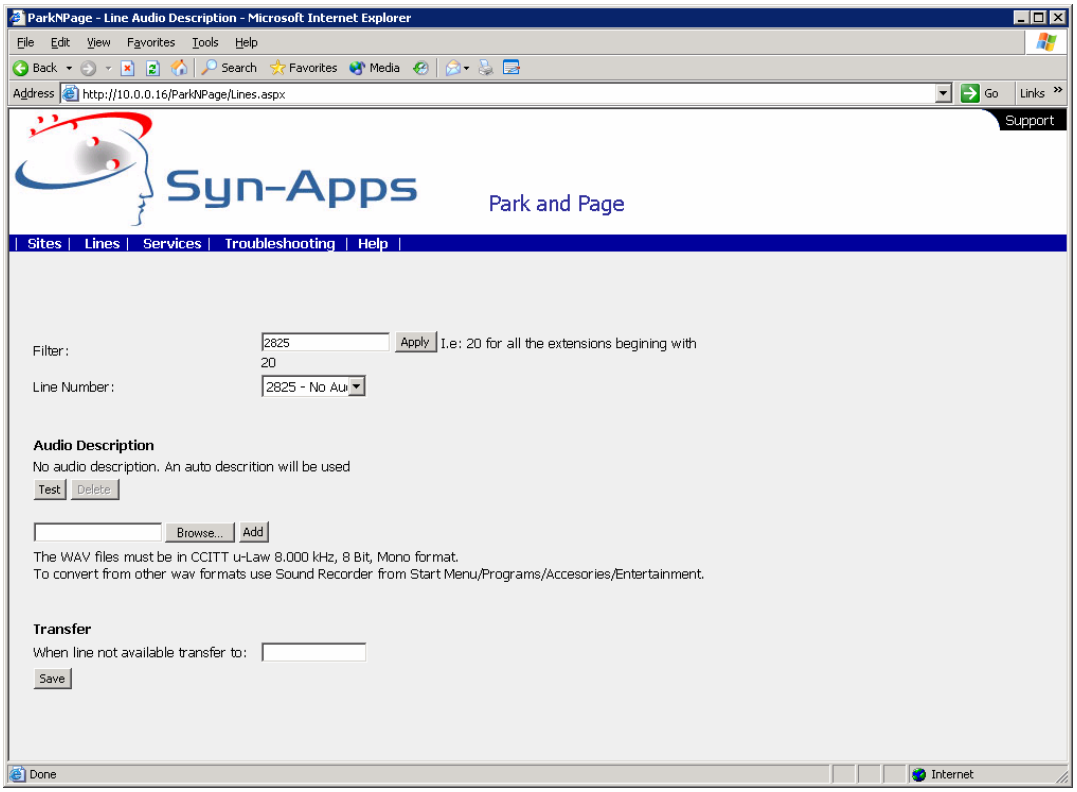
*Note: An external phone can also be removed or updated from this tab. In order to remove or update, select the external phone from the right hand field and press the Remove or Update buttons to make the desired changes.



SA-Announce Park-N-Page: Managing Broadcast Audio

Under the **Lines** tab, you will be able to assign an **Audio Description** to each line number. By default, the application uses the Cepstral text to speech engine. By default, the paging system will announce "User with extension XXXX please call ##XXXX"). To assign custom audio broadcast messages follow the instructions in the next section, Customizing Audio Descriptions.

The **Filter** tab can be used to quickly find line numbers by entering the desired line/extension and clicking **Apply**.



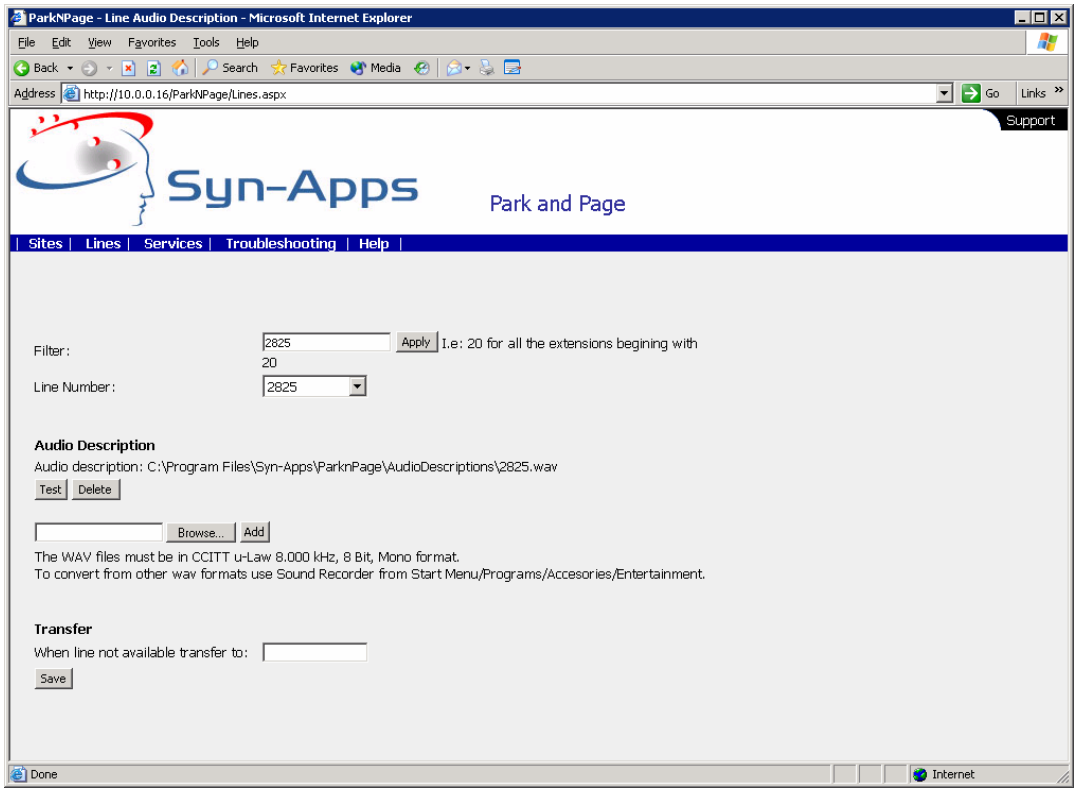
Broadcast Audio: Customizing Audio Descriptions

Custom audio descriptions can be imported and saved per line. This will replace the automated text to speech announcement used for audio paging.

Note: The custom recording can be recorded through Start>Programs>Accessories>Entertainment>Sound Recorder. The WAV files must be in CCITT u-Law 8.000 kHz, 8 Bit, Mono format.

After the recording has been made in the proper format, click the Browse button located under the Audio Description heading. Find your custom recording, select it, click Open, and then click Add. To test the audio description, click on the Test button.

The custom description can be deleted by clicking the Delete button in order to use the default mode.



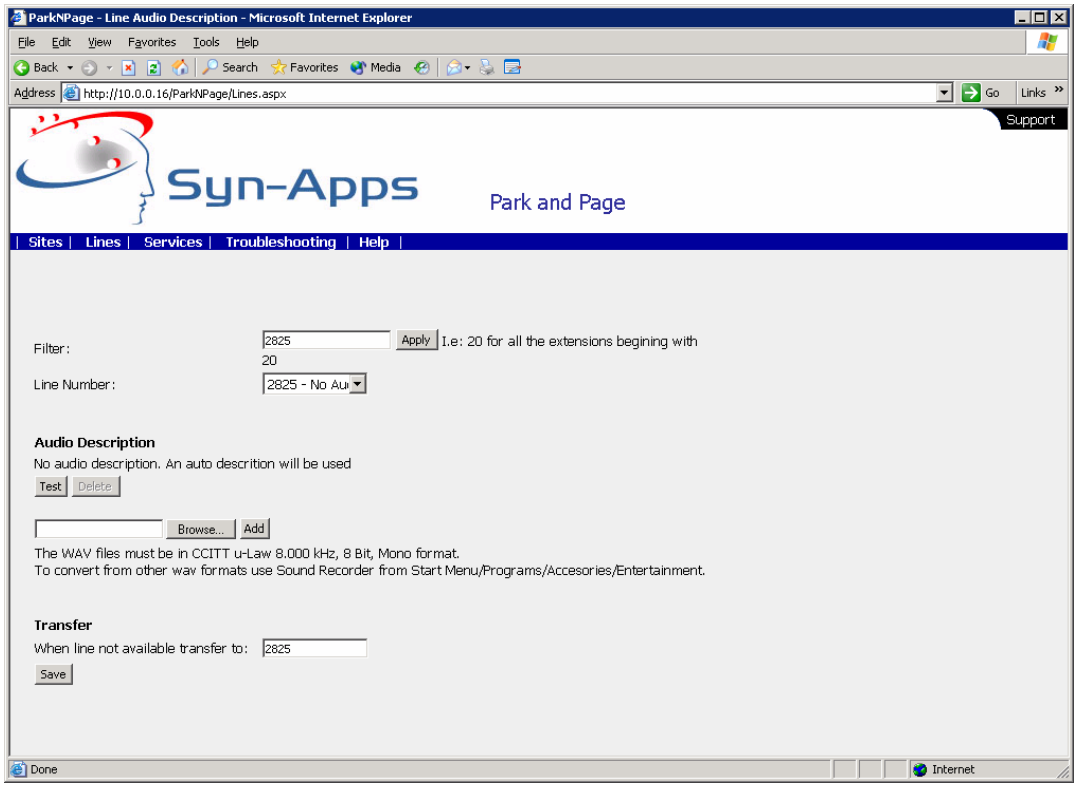
*The above example has added a custom audio description to line/extension 2825.

Broadcast Audio: Transfer

If the user does not answer a call and does not un-park a call in Max time to ring destination (sec) (See Services: Settings page) the call will be transferred to the When line not available transfer to line. If no transfer line is set, the call will be transferred to the user's voicemail.

To set the transfer line, enter the desired transfer line number into the When line not available transfer to box. Click Save.

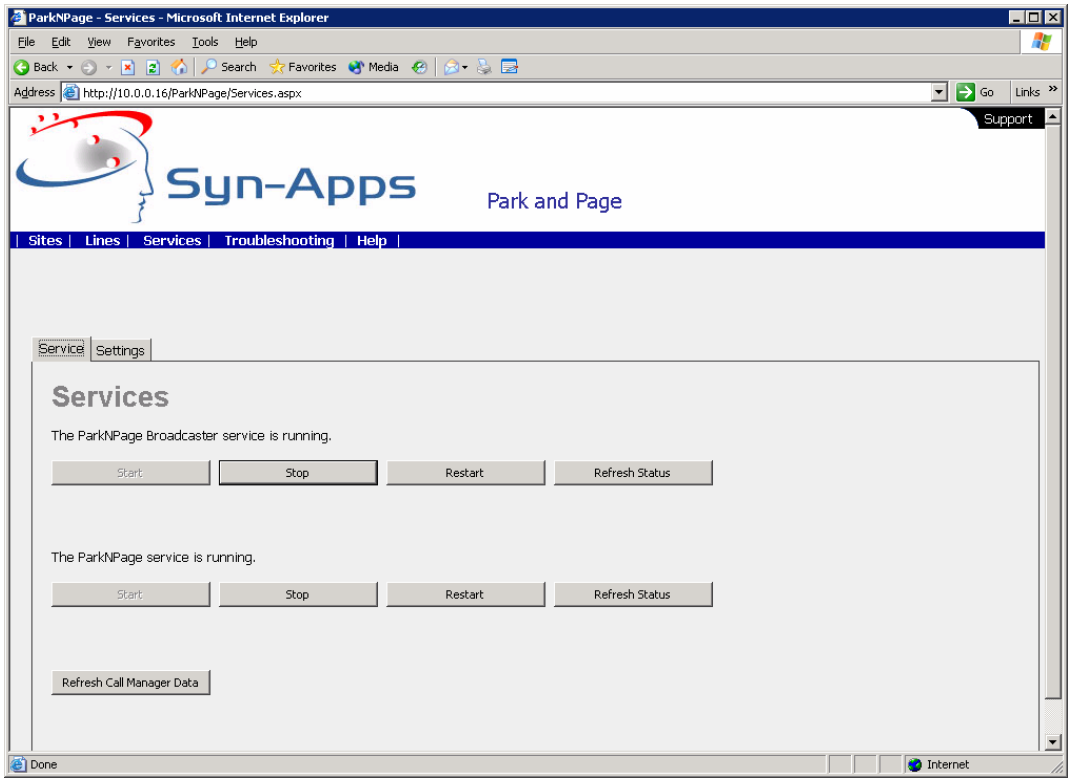
*Note: The system defaults the When Line not available transfer setting to the Settings Tab Voicemail prefix + user's extension.



SA-Announce Park-N-Page: Services

Services: Service Tab

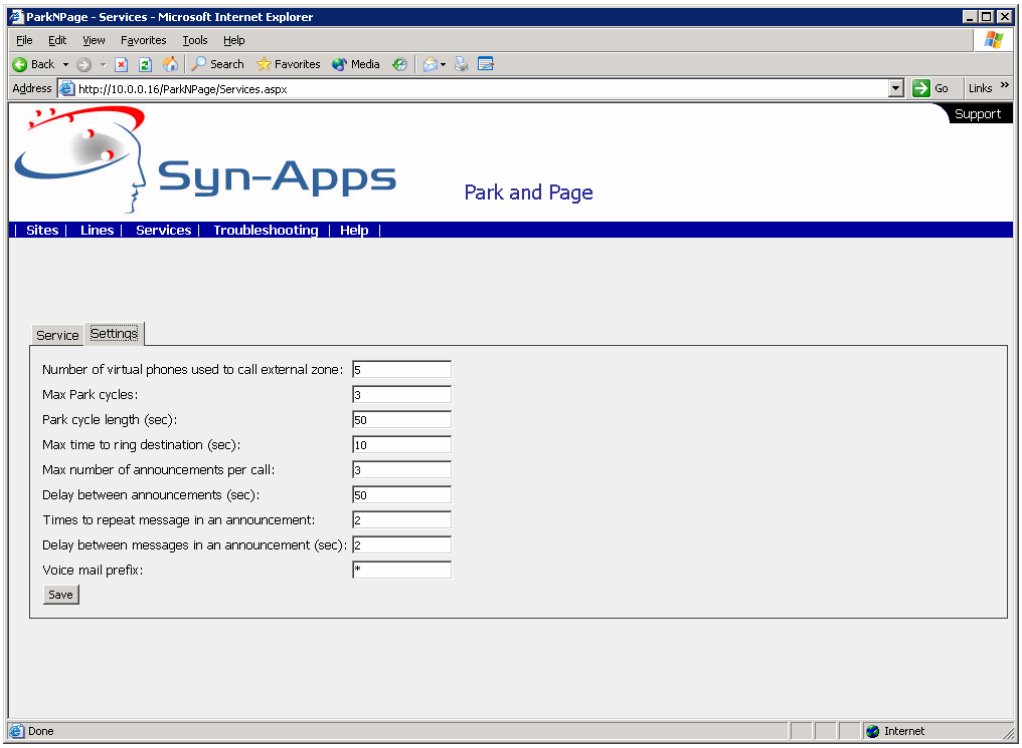
The Service tab includes the **Start**, **Stop**, **Restart**, and **Refresh Status** buttons used to control the Park-N-Page Broadcaster service. The **Refresh Call Manager Data** button obtains the latest information from Call Manager. This should be used when phones, lines, device pools or calling search spaces change.



Services: Settings Tab

Under the Settings tab are the application's configurable parameters. A detailed description for each parameter is given below.

- Number of virtual phones used to call external zone is the number of simultaneous outgoing calls that the Park-N-Page application is allowed.
- Max Park cycles is the number of overhead announcements for a call sent to Park-N-Page.
- Park cycle length (sec) is the time span until the application forces the re-park of a call. Must be smaller than park expire time.
- When Max time to ring destination (sec) elapses the application will un-park the call and will transfer it to the user extension (or the forward number specified for each line).
- Max number of announcements per call is the maximum number of times an announcement will broadcast (per cycle) when a user is not answering the line. If the paging system is busy the actual number of announcements can be smaller.
- Delay between announcements (sec) is the interval between two announcements for the same user. If the paging system is busy the actual delay can be larger.
- Times to repeat message in an announcement is the number of times a message (audio description) is paged for a user during an announcement.
- The delay between messages is set by Delay between messages in an announcement (sec).
- Voicemail prefix is a prefix the application uses to transfer calls directly to voicemail. Park-N-Page adds this prefix to the user's extension and transfers calls that are not picked up by the user to this number if you have not defined a value for the When line not available transfer to line setting on the Lines configuration.
- Click Save to save changes and restart service to apply.

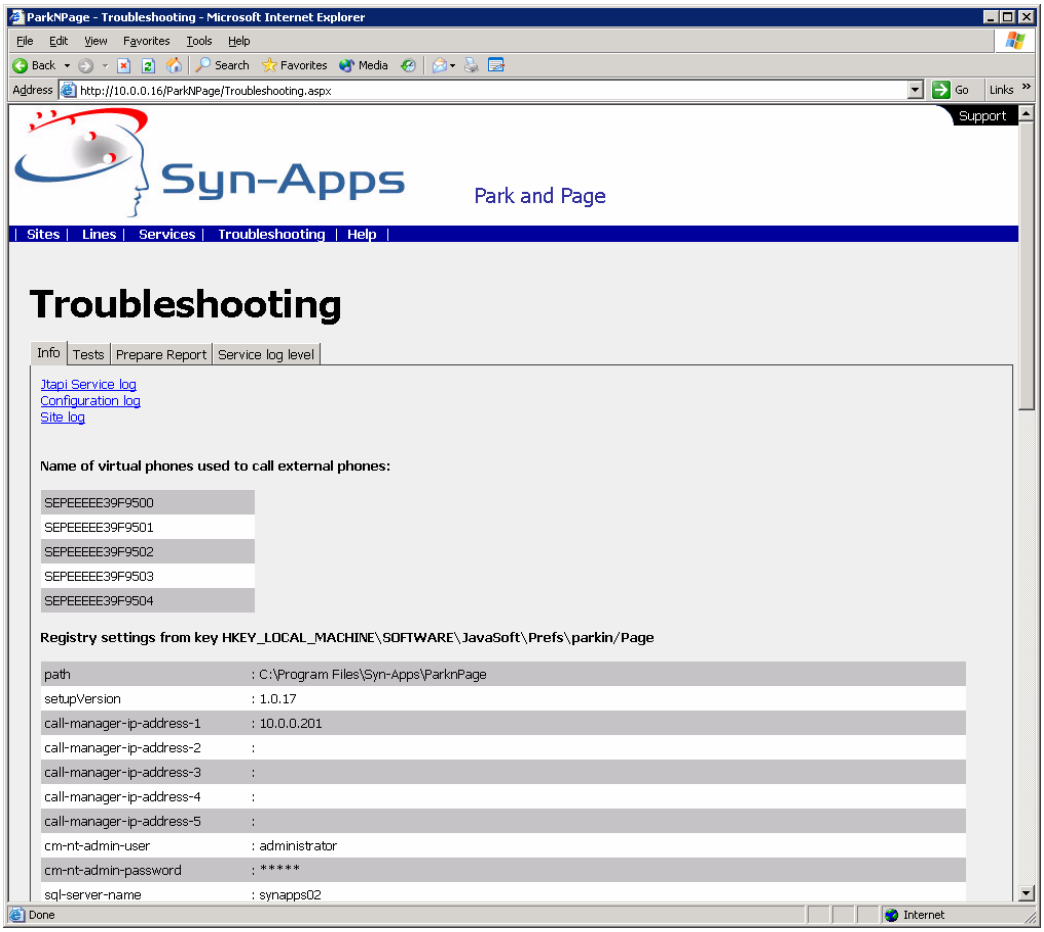

ParkNPage - Services - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://10.0.0.16/ParkNPage/Services.aspx
Go Links
Support
Syn-Apps
Park and Page
Sites | Lines | Services | Troubleshooting | Help |
Service Settings
Number of virtual phones used to call external zone: 5
Max Park cycles: 3
Park cycle length (sec): 50
Max time to ring destination (sec): 10
Max number of announcements per call: 3
Delay between announcements (sec): 50
Times to repeat message in an announcement: 2
Delay between messages in an announcement (sec): 2
Voice mail prefix: *
Save
Done
Internet

SA-Announce Park-N-Page: Troubleshooting

Within the Troubleshooting tab, you will be able to view several options by using the **Info**, **Tests**, **Prepare Report**, and **Service log level** buttons.

Troubleshooting: Info

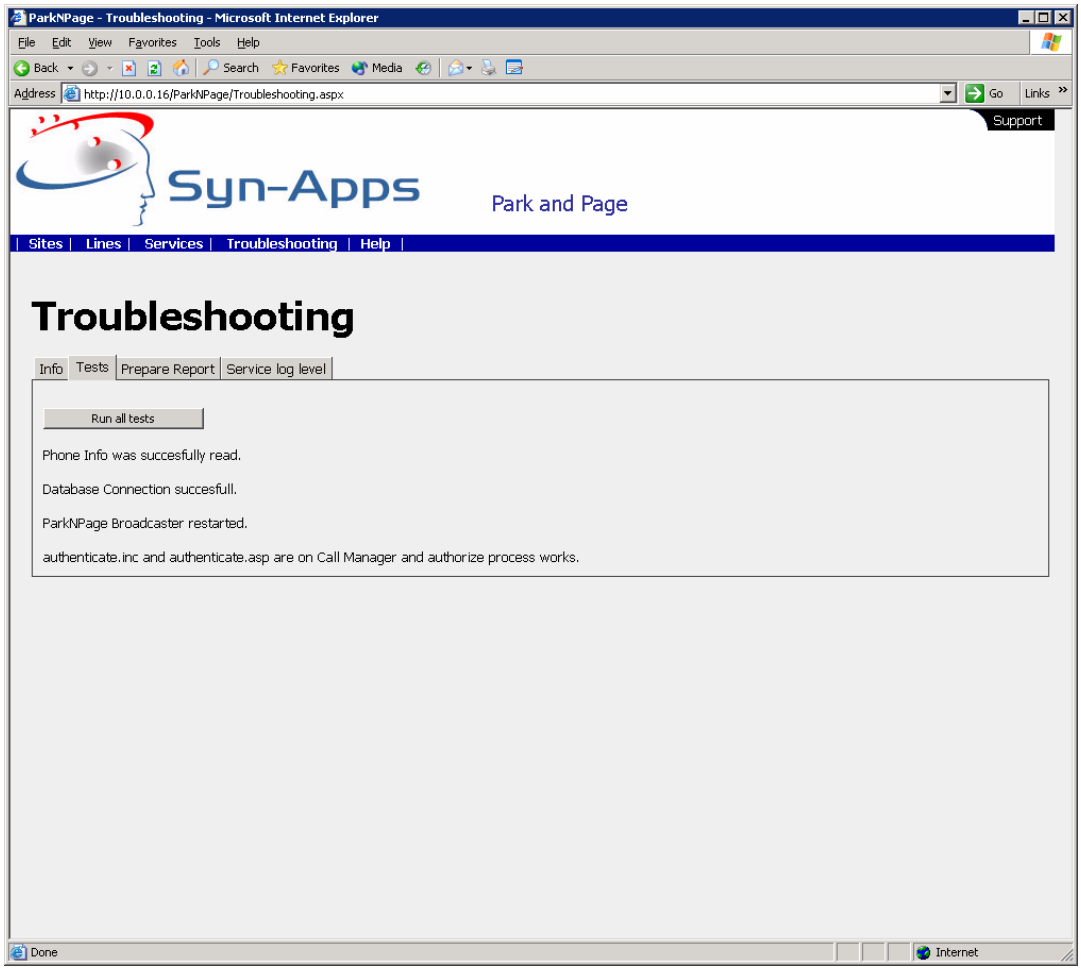
The **Info** tab, shown below, provides a list of the application settings.



Troubleshooting: Tests

The Tests tab, shown below, provides a basic self test mechanism.

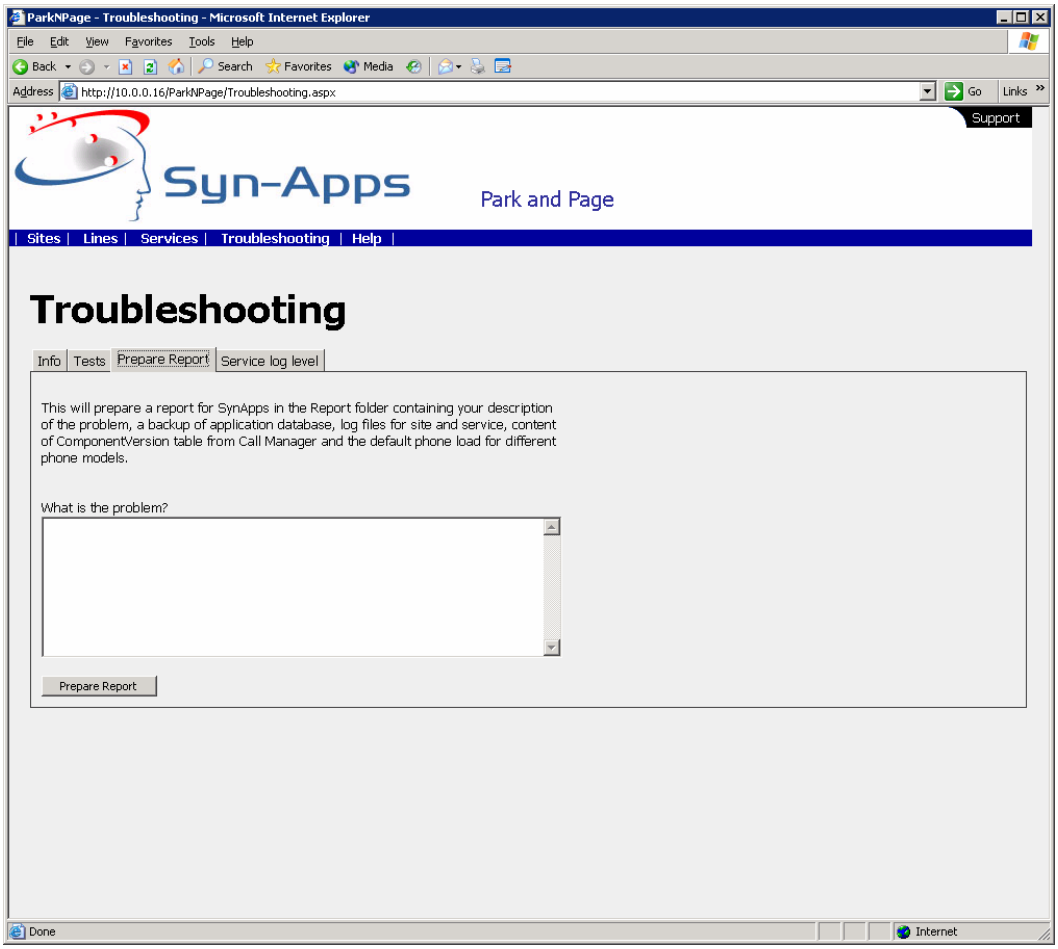
If you click the Run all test button, the following report will be shown.



Troubleshooting: Prepare Reports

As shown below, the **Prepare Reports** tab enables you to provide information in order to prepare a report for Syn-Apps. The information that is entered into the provided field should contain a description of the problem.

Click the **Prepare Report** button. When the page stops loading, the report will be ready at: C:\Program Files\Syn-Apps\ParkNPage\Report\ [today's date]. Zip the folder and send it to support@syn-apps.net.

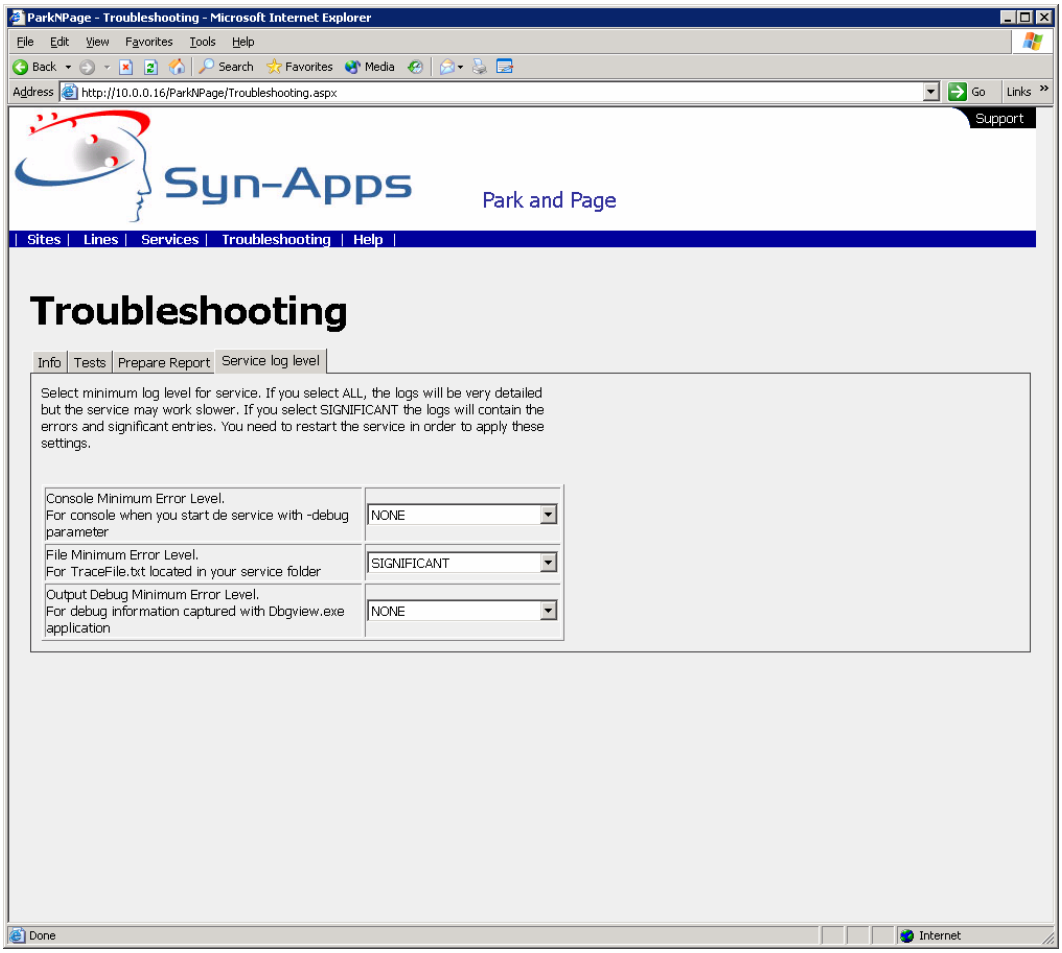

ParkNPage - Troubleshooting - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://10.0.0.16/ParkNPage/Troubleshooting.aspx
Go Links
Support
Syn-Apps
Park and Page
Sites | Lines | Services | Troubleshooting | Help |
Troubleshooting
Info Tests Prepare Report Service log level
This will prepare a report for SynApps in the Report folder containing your description of the problem, a backup of application database, log files for site and service, content of ComponentVersion table from Call Manager and the default phone load for different phone models.
What is the problem?
Prepare Report
Done
Internet

Troubleshooting: Service log level

The Service log level is for setting the log level for the Call Alert service.

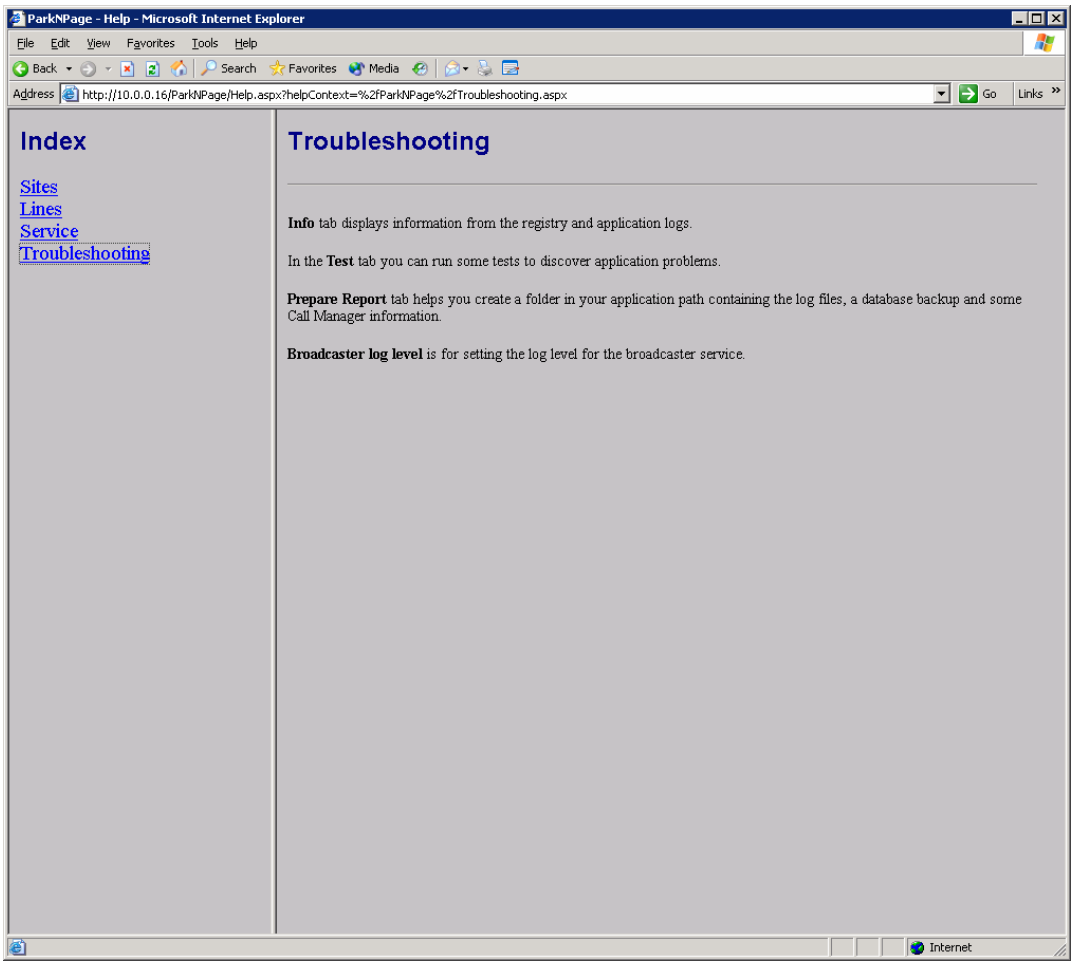
The default settings should be:

- Console Minimum Error log level = None
- File Minimum Error level log level = Significant
- Output Debug Minimum error level = None


ParkNPage - Troubleshooting - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://10.0.0.16/ParkNPage/Troubleshooting.aspx
Go Links
Support
Syn-Apps
Park and Page
Sites | Lines | Services | Troubleshooting | Help |
Troubleshooting
Info | Tests | Prepare Report | Service log level
Select minimum log level for service. If you select ALL, the logs will be very detailed but the service may work slower. If you select SIGNIFICANT the logs will contain the errors and significant entries. You need to restart the service in order to apply these settings.
Console Minimum Error Level.
For console when you start de service with -debug parameter
NONE
File Minimum Error Level.
For TraceFile.txt located in your service folder
SIGNIFICANT
Output Debug Minimum Error Level.
For debug information captured with Dbgview.exe application
NONE
Done
Internet

SA-Announce Park-N-Page: Help

Below is a screen shot of the **Help** page. By clicking on the menu items listed under the **Index** (**Sites**, **Lines**, **Services**, and **Troubleshooting**) on the left hand side, additional information is given in order to assist you when help is needed.


ParkNPage - Help - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://10.0.0.16/ParkNPage/Help.aspx?helpContext=%2fParkNPage%2fTroubleshooting.aspx
Go Links
Index
Sites
Lines
Service
Troubleshooting
Troubleshooting
Info tab displays information from the registry and application logs.
In the Test tab you can run some tests to discover application problems.
Prepare Report tab helps you create a folder in your application path containing the log files, a database backup and some Call Manager information.
Broadcaster log level is for setting the log level for the broadcaster service.
Internet